

Q20 What functions or services do you feel the Council needs to improve upon?

Answered: 1,199 Skipped: 1,861

#	RESPONSES	DATE
1	I am dissatisfied with the idea that a licensed clinician will no longer be included in review meetings when a clinician has a complaint filed against them.	2/3/2026 12:27 PM
2	Making the web site easier to access	1/31/2026 12:52 PM
3	Timely responses to license needs: Supervision Agreements; Granting Associate Licensure; granting full licensure	1/31/2026 10:53 AM
4	Person to person help. Impossible to get anyone on the phone which is frustrating. Not all questions and issues can be resolved online.	1/31/2026 9:20 AM
5	n/a	1/31/2026 8:37 AM
6	Need to notify licensees when their licensure application has been processed and approved. In the last year, two of my supervisees were not notified that they were granted a license and could have started work sooner if they hadn't been waiting for an email or letter.	1/30/2026 2:46 PM
7	None at this time.	1/30/2026 12:15 PM
8	Putting all of the person's licensing on one form.	1/30/2026 10:44 AM
9	Faster response to complaints, either to remove license of those who are committing serious offenses or to clear complaints from therapists who have been wrongly accused.	1/30/2026 8:37 AM
10	It would be great if the council could provide updates and templates for changes necessary related to our field (ie. informed consent, privacy practices, etc). Also offering CEUs for the most common complaints that are submitted.	1/30/2026 8:28 AM
11	Communication, collaboration, and providing accurate and reliable information.	1/29/2026 8:15 PM
12	Send more emails with changes.	1/29/2026 7:03 PM
13	n/a	1/29/2026 5:24 PM
14	None	1/29/2026 4:46 PM
15	The CE documentation process as it stands needs to go	1/29/2026 4:45 PM
16	n/a	1/29/2026 3:27 PM
17	None at this time	1/29/2026 2:33 PM
18	CEU's documentatin	1/29/2026 1:23 PM
19	clear updated on rule/regulation changes - including the section #s that were changed and the differences in wording, I feel like every time something is updated I have to reread the entire rulebook	1/29/2026 1:01 PM
20	Not sure at this time. I was satisfied with the layout for applying for LMFT-A.	1/29/2026 12:42 PM
21	Mail important changes to providers. Email can often be missed by busy clinicians. Also, make emails clearer.	1/29/2026 11:01 AM
22	Lower the cost for license renewal.	1/29/2026 4:28 AM
23	None that I can think of at this time	1/28/2026 9:22 PM
24	Communication	1/28/2026 8:45 PM
25	gathering data regarding practice changes/needs from licensees	1/28/2026 8:08 PM

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26	The site is a little hard to navigate to find the correct location for what you are seeking.	1/28/2026 4:38 PM
27	None	1/28/2026 3:37 PM
28	Parts of the website seem antiquated, i.e. JP test & sex trafficking course.	1/28/2026 3:02 PM
29	The free version of the CE Broker system for documenting CE does not get the support it needs, and it incentivizes buying a higher quality service but not being easy to use (e.g., if one has several licenses). Good business concept, but not necessarily a good service/	1/28/2026 2:29 PM
30	Better job of protecting the practice of psychology and maintaining the doctoral standard.	1/28/2026 1:29 PM
31	Including a LPC's presence on the professional licensee board for disciplinary hearings	1/28/2026 1:02 PM
32	The process to get licensed and get information about licensure is so difficult and confusing. In all honesty, I just really feel alone and defeated. It is hard to see the internship and associateship process as anything other than a series of tasks that we are set up to fail.	1/28/2026 1:01 PM
33	protecting professionals from false complaints.	1/28/2026 12:07 PM
34	I haven't had any experiences yet indicating a need for improvement.	1/28/2026 11:37 AM
35	More oportunities for networking and referrals	1/28/2026 10:52 AM
36	Council needs more support from the professional community	1/28/2026 9:49 AM
37	N/A	1/28/2026 9:05 AM
38	Making meetings more accessible for working clinicians	1/28/2026 8:52 AM
39	I'm good.	1/28/2026 8:41 AM
40	Improve transparency	1/28/2026 7:22 AM
41	Fewer emails	1/28/2026 2:28 AM
42	Increase mailed updates or emails in pdf downloadable format.	1/28/2026 12:23 AM
43	Helping people as they try to obtain full licensure	1/27/2026 11:25 PM
44	There are still a lot of problems with the complaint process. When we make a complaint, we need to know that it's being handled to protect the public. And if someone complains about us, we have only 14 days to respond to the Board, but the Board can take months and months before we find out whether we are going to be investigated or not, and then many more months before we find out whether we've been cleared. Someone once made a false complaint about me, and when you dismissed the complaint, you sent the letter to my lawyer at an address where she had never practiced, so even though I was cleared in 6 months, I waited 2 years to find that out. Separately, I have only ever reported a few things---a sexual misconduct allegation that took years before anyone contacted me to follow up, and a Medicaid fraud complaint that no one investigated. I know you are working to improve these things, so I try to be patient.	1/27/2026 8:36 PM
45	Absolutely nothing	1/27/2026 7:23 PM
46	Reconsider allowing LPA to grandfather into private practice. Yall claim i was 2 weeks late in submitting my fingerprints way back when. I got them done on time	1/27/2026 7:15 PM
47	Customer service	1/27/2026 6:33 PM
48	Definitely the license website. Needs updating.	1/27/2026 5:37 PM
49	No suggestion	1/27/2026 4:46 PM
50	My only hope for improvement is to be joined with the compact because I, and so many others like me, are telehealth and it would be beneficial to be able to accept clients from everywhere, and not just the entire world, and texas.	1/27/2026 2:44 PM
51	Nothing.	1/27/2026 1:53 PM
52	The subject header in mass emails need to specify which group(s) the email applies to or only send out the applicable email to each group of professionals.	1/27/2026 1:23 PM
53	At this time, I have none	1/27/2026 1:21 PM

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54	No fees	1/27/2026 12:58 PM
55	Just the response call time	1/27/2026 12:21 PM
56	I'm not sure.	1/27/2026 11:53 AM
57	Don't know	1/27/2026 11:15 AM
58	none	1/27/2026 10:31 AM
59	new license information and description of what to do to begin the process	1/27/2026 10:28 AM
60	some times, it seems like too much oversight or micromanaging to the point where its out of touch with practice.	1/27/2026 10:03 AM
61	Stronger connection or link with NASW.	1/27/2026 9:46 AM
62	I'm still not sure how I feel about CE Broker. I have created an account and do like the clarity it provides about what CEs are needed. I have not used it yet. My renewal occurred in 2025.	1/27/2026 9:14 AM
63	Website can be confusing. Difficult to find what I am looking for.	1/27/2026 8:24 AM
64	N/A	1/27/2026 7:53 AM
65	You are doing it. You have made the investigation and complaint process more streamlined since a complaint was made about me as a supervisor. During that complaint, I only knew about it because of an opens record request by me. Then it took almost 3 years to have the investigation closed. During that time, I had moved states and had my license on hold for over two years.	1/27/2026 7:36 AM
66	Can't think of any	1/27/2026 7:02 AM
67	Initial licensing for LPC-A took way too long. This affects employment and pay after spending a great deal of money to obtain a degree.	1/27/2026 6:57 AM
68	Customer service Dismissing complaint information after the 7 year time period	1/27/2026 6:56 AM
69	Make it easier to find information	1/27/2026 1:45 AM
70	Respect for all, counsel members themselves and those who present in front of them, even when they may not agree. It was not pleasant to hear during meetings that if Associates didn't like the rules they should choose another profession. Considering, that this country was built on change.	1/26/2026 11:05 PM
71	N/A	1/26/2026 11:00 PM
72	Send a team to other States to help them develop a BHEC for themselves.	1/26/2026 10:27 PM
73	Being to talk with a person.	1/26/2026 10:24 PM
74	Include more social workers on the board, social work students, professionals	1/26/2026 10:01 PM
75	The length it takes for the processing of board complaints and decisions	1/26/2026 9:57 PM
76	Faster access to real human to talk to. It's often voicemail and then waiting days for a response.	1/26/2026 9:55 PM
77	Easier access to speak to a live representative	1/26/2026 9:42 PM
78	This Council is doing a great work.	1/26/2026 9:30 PM
79	The website is not entirely intuitive to navigate, especially when looking for rules/codes etc.	1/26/2026 9:29 PM
80	We pay so much for our license. The board could at least send our renewal license card. That's not too much to ask.	1/26/2026 9:09 PM
81	None	1/26/2026 8:52 PM
82	Easier access to documents sited in email.	1/26/2026 8:49 PM
83	Even easier and succinct ways to reference specific rules/guidelines	1/26/2026 8:39 PM
84	Protecting the integrity of our science.	1/26/2026 8:38 PM

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85	N/a	1/26/2026 8:35 PM
86	None at this time	1/26/2026 8:19 PM
87	Try to minimize the number of rules, laws etc unless absolutely necessary.	1/26/2026 7:55 PM
88	The Council could improve in maintaining neutrality and professionalism during public meetings, particularly when discussing emerging treatments. Greater openness to evidence-based advancements and alignment with other states' practices would strengthen Texas's mental health system.	1/26/2026 7:44 PM
89	CE approved trainings and resources and clear information provided via mail (not just email) regarding an approved resource list of valuable CE approved trainings	1/26/2026 7:36 PM
90	Communication regarding changes to CE requirements	1/26/2026 6:55 PM
91	renewal	1/26/2026 6:36 PM
92	The website looks and feels like it is from the 1990s ... might be a good idea to improve the mobile interface.	1/26/2026 6:30 PM
93	the amount of time to respond; making sure that the board has a therapist on it to address complaints- even considering not having one on the board is ludicrous	1/26/2026 6:29 PM
94	We really need a synopsis or meeting minutes for the council meetings. Many of us cannot sit through each meeting from beginning to end. What alternative means can the council provide to keep its members updated?	1/26/2026 6:28 PM
95	Nothing specific	1/26/2026 6:20 PM
96	wait time on phone	1/26/2026 6:13 PM
97	Adding related board members to the board	1/26/2026 5:35 PM
98	I think it's always a balance to protect clinicians experience for the public's good and the processing time for applications, but that is a constant balancing act.	1/26/2026 5:25 PM
99	no feedback	1/26/2026 5:19 PM
100	Easier website. Too many different links etc. needs to be more user friendly	1/26/2026 4:58 PM
101	Reporting the CEs to another agency instead of directly on BHEC site.	1/26/2026 4:54 PM
102	Monitoring influencers to be sure they are not doing therapy without a license.	1/26/2026 4:46 PM
103	N/A	1/26/2026 4:39 PM
104	None	1/26/2026 4:24 PM
105	Quicker online information for most common questions, like license renewal with this new process.	1/26/2026 4:21 PM
106	CEU approved agencies	1/26/2026 4:17 PM
107	An abstract like summary of changes would be good then the link to full text.	1/26/2026 4:14 PM
108	Maybe setting up regional offices for major Texas cities like Dallas, Fort Worth, McKinney, San Antonio, Houston, etc.	1/26/2026 4:13 PM
109	LPC's need to be able to bill Medicare	1/26/2026 4:08 PM
110	The new CEU requirement is an odd choice- we must enter our CEU information for tracking through a paid website.	1/26/2026 4:01 PM
111	The website needs to be more user friendly	1/26/2026 4:00 PM
112	Serving the citizens of the State of Texas and Behavioral Health professionals without caving to political pressures that are not aligned with our ethics and in the public interest.	1/26/2026 3:38 PM
113	Can't think of any.	1/26/2026 3:37 PM
114	None	1/26/2026 3:26 PM
115	unknown	1/26/2026 3:23 PM

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116	Quicker access and the ability to speak with council staff and make an effort to write policies and procedures more concisely and less ambiguous	1/26/2026 3:04 PM
117	General functions of CE Broker computer program & access to CE Broker staff by phone! I would like to talk to a person.	1/26/2026 3:00 PM
118	No additional improvements at this time	1/26/2026 3:00 PM
119	None	1/26/2026 2:57 PM
120	N/a	1/26/2026 2:54 PM
121	na	1/26/2026 2:52 PM
122	Not sure	1/26/2026 2:48 PM
123	Not sure	1/26/2026 2:37 PM
124	Support of legislation for LPC's/LMSW's in regard to insurance reimbursement laws and state reciprocation of licensure	1/26/2026 2:27 PM
125	Allow support when counselors are required to attend a complaint hearing. Not just send them alone	1/26/2026 2:20 PM
126	Improve website Provide feedback to the clinician re: resolution/outcome when a complaint is filed against the clinician Secure a QUALITY CE program for clinicians	1/26/2026 2:19 PM
127	I'm in "wait and see mode" on CEBroker. So far it's stored my information accurately. I'll be interested to see how it works at the time of my renewal (September).	1/26/2026 2:18 PM
128	n/a	1/26/2026 2:18 PM
129	More involvement from all	1/26/2026 2:07 PM
130	I'm not sure, in the past they have always been helpful and courteous. This means a lot when you are out of state.	1/26/2026 2:06 PM
131	N/A	1/26/2026 2:01 PM
132	None	1/26/2026 2:01 PM
133	The website can be difficult to navigate. The links to Texas code are helpful, though.	1/26/2026 1:53 PM
134	I don't agree with flags being your record permanently just for forgetting to renew your license. As social workers, we are taught that mistakes can be and we can grow from it. This is what we teach our clients. The permanent flag for something that didn't hurt a single client, can be and has been extremely devastating.	1/26/2026 1:46 PM
135	N/A	1/26/2026 1:43 PM
136	Presenting information that is clear and concise. Frequently, there is contradicting information, and it takes considerable time to figure out what is correct. I have to download the rules and search for specific codes exc. It would be very helpful to have specific resources for those in Private Practice, and guidelines for those using online platforms like Simple Practice/Headway exc. Regarding social work, there should be a patient resource list for various topics (i.e help with paying medical bills, housing, utilities exc.). The council should adopt a more 'bottom-up' approach, wherein they support us vs. govern us.	1/26/2026 1:42 PM
137	How they use \$ set up the website and merge data and dates for CEU renewal with another platform	1/26/2026 1:41 PM
138	None	1/26/2026 1:33 PM
139	More resources to providers, such as guidance on new requirements.	1/26/2026 1:25 PM
140	Better website, particularly for the steps to apply or renew license (specifically the jurisprudence step).	1/26/2026 1:22 PM
141	The is a need for more social justice advocacy work by the board.	1/26/2026 1:22 PM
142	Less verbage when explaining rules and laws	1/26/2026 1:21 PM

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143	Unsure	1/26/2026 1:20 PM
144	unknown	1/26/2026 1:19 PM
145	more email updates on changes	1/26/2026 1:18 PM
146	Easy access to print updates license	1/26/2026 1:11 PM
147	website	1/26/2026 1:06 PM
148	N/A	1/26/2026 1:03 PM
149	Perhaps submitting our questions to the Board weeks before our online meeting's.	1/26/2026 1:02 PM
150	Everything except how I can get different kinds of information.	1/26/2026 1:01 PM
151	Regulating licensees attacking others in the profession due to differences of opinion- not anything to do with clinical work.	1/26/2026 12:57 PM
152	Have a friendly more helpful escalation person when 1 tier can not answer question. Seemed like helping me with my situation was a nuisance to her.	1/26/2026 12:51 PM
153	-	1/26/2026 12:49 PM
154	More continuing ed	1/26/2026 12:48 PM
155	Telecom. The webpage and the access to information and links.	1/26/2026 12:45 PM
156	N/a	1/26/2026 12:43 PM
157	None	1/26/2026 12:42 PM
158	The CE Broker system. I created an account for the first time today. I had a question. I searched for a phone number to a fairly simple question. The website says they have phone services other states - Florida and Louisiana, I think. So I sent an email response for help. I got an AI assistant. I asked for a human. AI again responded and told me no human was available. This is very poor customer service. Also, the website is problematic. It requires a certificate for trainings. That's fine but as a social worker I may not get a certificate for several weeks and then I have to remember to download the certificate, go to the website, fill out questions, attach the certificate, and submit. This system is clunky and burdensome to those of us who are already overworked and underpaid. I do not plan to enter anything but the minimally required hours. Once I am done with those, I will not enter any more trainings. I think that many professionals will view this in the same way and TBHEC will lose a great deal of training data that they may otherwise capture.	1/26/2026 12:40 PM
159	Continue to grow - give us opportunities to learn more about ethics in Texas - Compact and other trainings about doing more global therapy - being appropriate online therapists.	1/26/2026 12:38 PM
160	Use Texas IT to improve your program if you need to. Not, our CE broker. They serve no obvious or inherent purpose whatsoever and are obnoxious people. Pretend to be a disgruntled licensee and see how they treat you. They think it's funny.	1/26/2026 12:35 PM
161	I personally believe that the counsel needs to consider reducing the number of hours required to become licensed. The community will be much better served if more licensed counselors were available to meet their needs. Just so you know, I have been licensed for over 30 years.	1/26/2026 12:32 PM
162	I would appreciate improvement in how the leadership listening hour is run. I believe there is room for improvement in the information that is provided. I would appreciate it if the Council would send a survey to ask professionals what topics could be discussed.	1/26/2026 12:28 PM
163	All information is in legal terminology which means it is not straight forward or easy to understand. A simple summary would be most appreciated.	1/26/2026 12:27 PM
164	We need to know what continuing education courses meet your approval.	1/26/2026 12:25 PM
165	Be patient and don't assume we know what to do. - I personally asked to be transferred to Mr. Reese because of his patience.	1/26/2026 12:24 PM
166	More easily identify emails regarding general information and rules and regulation changes for social workers	1/26/2026 12:22 PM
167	Technical issues, like renewal of licenses.	1/26/2026 12:21 PM

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168	Transparency, types of communication, accessibility,	1/26/2026 12:20 PM
169	The website is messy and confusing. Especially when trying to find liscensing and rules information.	1/26/2026 12:13 PM
170	Not sure	1/26/2026 12:09 PM
171	I am not thrilled with the new CEU platform and vendor	1/26/2026 12:09 PM
172	I have had no issues with responsiveness, but most of my colleagues have.	1/26/2026 12:06 PM
173	Nothing	1/26/2026 12:04 PM
174	Making it easier to navigate the website so we can't call during their business hours	1/26/2026 12:01 PM
175	Have no concerns from my own experience	1/26/2026 12:00 PM
176	Hyper links embedded for finding ways to advocate to our state council members	1/26/2026 11:59 AM
177	Again, maybe break down the changes to each identified practice. Social work vs others	1/26/2026 11:56 AM
178	Communication	1/26/2026 11:52 AM
179	A progress bar that tracks applicants submissions so that everyone can see exactly what is still needed (e.g. fingerprints, background check, jurisprudence exam, etc.). This would cut back on a lot of communication about applications and give applicants rest of mind that things are turned in.	1/26/2026 11:50 AM
180	see below	1/26/2026 11:47 AM
181	Updates in a timely way for any licensing expirations — please require a signature that the notification was received	1/26/2026 11:45 AM
182	A more comprehensive look at the requirements for a licensure.	1/26/2026 11:41 AM
183	Providing more resources for LPC-ASSOCIATES	1/26/2026 11:38 AM
184	Meetings at times that are more accessible	1/26/2026 11:36 AM
185	No answer	1/26/2026 11:34 AM
186	Processing Renewals	1/26/2026 11:34 AM
187	More advocacy for joining the counseling compact so that TX license holders have access to provide care to clients who move out of state.	1/26/2026 11:31 AM
188	Easier access to updates to policy.	1/26/2026 11:28 AM
189	FREE or very low-cost CEU trainings.	1/26/2026 11:28 AM
190	The public needs to know whether you ever consider complaints in tandem, eg when custody evaluators are continually given small fines but are getting similar complaints why aren't you seeing the bigger issue?	1/26/2026 11:25 AM
191	I don't have a suggestion for this.	1/26/2026 11:25 AM
192	answering questions/getting back to people on calls	1/26/2026 11:24 AM
193	Represent LPCs better. We are a profession focused on "mental wellness," explicitly acknowledging the shortcomings of the medical model, and the council still requires diagnoses, even for private pay clients. That goes against what counseling stands for. I don't feel counselors are represented appropriately.	1/26/2026 11:22 AM
194	Written rules and rule changes feel nebulous. In reading licensure rules there is a lot of room for interpretation, which is scary when you're trying to practice well within the rules set forth by the board.	1/26/2026 11:16 AM
195	Mail out physical license card at each renewal.	1/26/2026 11:11 AM
196	I have no recommendations for improvements at this time.	1/26/2026 11:05 AM
197	Make the website easier to navigate and especially provide ease of use with Human Trafficking and other courses that are required	1/26/2026 11:03 AM

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198	Communication over rules and changes.	1/26/2026 11:00 AM
199	Although I use and enjoy the website, it could be easier to navigate.	1/26/2026 10:57 AM
200	Communication needs to be more clear. Everything is written like a lawyer would write. This is fine for legal documents, however not helpful when you're providing information or update communications.	1/26/2026 10:53 AM
201	Host a downloadable jurisprudence exam and study guide Listing Compact information on website	1/26/2026 10:52 AM
202	Nothing to add.	1/26/2026 10:50 AM
203	Communication changes in laws and how to implement them to be compliant with new legislation.	1/26/2026 10:50 AM
204	helping aspirants move through the licensing process	1/26/2026 10:47 AM
205	none	1/26/2026 10:46 AM
206	none	1/26/2026 10:44 AM
207	Much of the language of policy change is convoluted and difficult to follow. The new CE Broker page is clunky and difficult to use.	1/26/2026 10:41 AM
208	Not sure	1/26/2026 10:39 AM
209	Sometimes you really have to dig on the web site to find what you need.	1/26/2026 10:38 AM
210	Speeding up first-time licensing process. Streamline the website, make it more user friendly. Speed up the complaint process functions.	1/26/2026 10:35 AM
211	The complaint process was 3 years for one complaint and it was dropped because the parties had scattered by the time the board addressed it.	1/26/2026 10:33 AM
212	Communication, availability of staff, knowledge. We have suffered tremendously since Social Work got swallowed up by BHEC.	1/26/2026 10:32 AM
213	not sure	1/26/2026 10:31 AM
214	responsiveness time, making website more user friendly, making attending meetings easier - have a schedule out further ahead of virtual access.	1/26/2026 10:28 AM
215	I would like to see the APA have less control over the industry. Political neutrality is essential.	1/26/2026 10:26 AM
216	The new CE system	1/26/2026 10:24 AM
217	Accessibility Availability to public, licensees, and future license holders User-friendly website (there is a lot of stuff and sometimes it takes a bit to find something specific)	1/26/2026 10:22 AM
218	Communicating quickly and processing licenses quickly with more transparency in the process. All of have to use this at least 2 times and the slowness contributes to your reputation.	1/26/2026 10:22 AM
219	Not making emails o long to where I lose interest easing them	1/26/2026 10:20 AM
220	Feasible access to links on the website	1/26/2026 10:19 AM
221	The frequency of the rule changes is too great. As a supervisor, it can be difficult to keep up with the changes. Could there be quarterly changes rather than monthly changes?	1/26/2026 10:17 AM
222	none at this time	1/26/2026 10:15 AM
223	Easier access to rules	1/26/2026 10:14 AM
224	n/a	1/26/2026 10:14 AM
225	none	1/26/2026 10:11 AM
226	Contact us availability and access to speaking with a real person	1/26/2026 10:11 AM
227	Not sure	1/26/2026 10:10 AM
228	I am not sure.	1/26/2026 10:10 AM

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229	*Provide a clear Step-by-Step renewal process; sort of like a to-do list/check list for professionals required to renew their license. *With the recent changes, it is unclear what CEU's are required besides Jurisprudence examination, Human Trafficking, and Ethics for LPC's. *Notify licensed professionals 6 months in advance when their renewal is approaching. In the notification, provide a link to the "How to Renew" document.	1/26/2026 10:10 AM
230	Communicating changes in rules. Ex) I never received notification of online CE reporting that I'm aware of. A colleague told me about it thankfully. That could have really affected my licensure.	1/26/2026 10:09 AM
231	For psychologists, there is a "cultural diversity" requirement but no one is offering sessions on this topic given the current political climate. This puts us in a very difficult situation. This requirement needs to be adjusted.	1/26/2026 10:08 AM
232	I do find it unfortunate that LCDCs are under a different council. It makes it more complicated to become dually licensed.	1/26/2026 10:07 AM
233	Personnel that answers questions. Helps navigate licensing process or answering questions. The person for psychologist tends to be rude	1/26/2026 10:07 AM
234	Provide more support to the new licensees and make certain information more accessible, available to them.	1/26/2026 10:07 AM
235	?	1/26/2026 10:07 AM
236	There's always room for improvement to websites for easier navigation.	1/26/2026 10:06 AM
237	I appreciate the emails from BHEC and use these to keep me informed about proposed changes and things that I need to be sure to take care of. Please send extra information when things are changing our practice, like the change of CEBroker. It would have been helpful to get reminder emails in December and January once the change went into effect. Also, HB 4224, more notices would have been helpful. Please keep sending communications!! I appreciate them greatly!	1/26/2026 10:05 AM
238	Application/renewal & CE verification	1/26/2026 10:03 AM
239	NA	1/26/2026 10:02 AM
240	It is difficult to get good information on difficult questions.	1/26/2026 10:00 AM
241	1. Timely resolution to licensing complaints. 2. The council needs to reduce, rather than multiply, the overall number of rules for practitioners. 3. The council could implement an AI to make rules searchable by content. 4. The council needs to actually enforce the rules against bad actors. It seems to me that there is an ever-expanding rule-set, and little effectual enforcement.	1/26/2026 9:57 AM
242	Make human agents more accessible to licensees. AI is certainly artificial, but often NOT very intelligent nor able to provide relevant responsiveness.	1/26/2026 9:57 AM
243	LPC Supervision complaints. I believe that the process needs to be more transparent and structured.	1/26/2026 9:57 AM
244	Complaints	1/26/2026 9:56 AM
245	N/a	1/26/2026 9:56 AM
246	Responding to emails, clearly identifying staff that is responding (not just initials), more timely resolution of complaints	1/26/2026 9:54 AM
247	timely complaint process - I had a complaint filed against me from a mom (of a child I saw as a therapist) who I testified against in court. She is clearly unstable, has filed multiple lawsuits, physically threatened a pregnant lawyer, etc. It has been 9 months with no updates. All I get is "you'll be notified when completed". This is completely unacceptable. I run a practice where I treat people and I need to be mentally fit. Having this hang over my head with no end in sight is beyond frustrating. What safeguards are in place to protect therapists from baseless complaints?	1/26/2026 9:54 AM
248	I have heard that some counselors who have received a complaint are not notified, and the process can take up to a year. Counselors at least need to be notified ASAP.	1/26/2026 9:53 AM

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249	The rule changes, such as in Sept the rule change to put information on your counseling website in a prominent place for all of the steps/contact info for consumer rights- I felt behind the curve. I do my best to keep up but it feels unclear oftentimes.	1/26/2026 9:51 AM
250	n/a	1/26/2026 9:49 AM
251	N/a	1/26/2026 9:47 AM
252	Same as in number 19.	1/26/2026 9:47 AM
253	Licensing is extremely confusing. Website needs improvement in this area. I attended the meetings on DEI. I was deeply disappointed that the Council wasn't taking public comments seriously and had already made up their minds.	1/26/2026 9:46 AM
254	NA	1/26/2026 9:45 AM
255	CE reporting	1/26/2026 9:44 AM
256	I was confused about the NPDB requirement; but I contacted the council and was provided the information so I could comply.	1/26/2026 9:42 AM
257	Collecting information	1/26/2026 9:41 AM
258	I didn't have to talk with anyone on the phone this past year. Before 2025 I didn't feel that the person was very personable.	1/26/2026 9:41 AM
259	N/a	1/26/2026 9:39 AM
260	We need to deal with the antisemitism problem in country selling education. After 10/7/23, all of my gentile counselor friends, especially the ones in the "inclusive therapist" community went all in on Jew hate. I was cancelled and exiled pretty much bc I believe Israel and Jews have a right to exist. My family has been active in the psychotherapy community since the 1970's. I think these new batches of therapists are blinded by antisemitic bias. If you are interested in learning more, please contact me at 512-423-6677. I'm horrified and disgusted by a lot of my therapist peers, especially since many of the theories and interventions they've learned were developed by Jews. My practice is booming with Jews who have been failed by our mental health system. The Austin Jewish therapists are mobilizing. Just fyi, what's been happening to us is unacceptable and needs to stop. Now. Thank you in advance for following up with me. Victor Frankl is rolling over in his grave btw.	1/26/2026 9:39 AM
261	Easier way to find recent updates without digging and/or a monthly summary at the listening hours.	1/26/2026 9:38 AM
262	idk - I haven't needed their services much yet. advocating for mental health professionals in the legislature?	1/26/2026 9:37 AM
263	Providing legal information in understandable language.	1/26/2026 9:37 AM
264	The licensure renewal process and guidance.	1/26/2026 9:37 AM
265	Again, nothing takes the place of talking to a human being- PHONE numbers needed	1/26/2026 9:36 AM
266	higher up doesn't respond back in a timely manner. cristina de luna to be specific. she gave me a turn around time and never contacted me back.	1/26/2026 9:34 AM
267	The complaint process	1/26/2026 9:34 AM
268	Language used in rules/statutes should be clearer and more concrete.	1/26/2026 9:34 AM
269	Time bound return past experience.	1/26/2026 9:33 AM
270	Not sure	1/26/2026 9:33 AM
271	A better ceu process, this is not working.	1/26/2026 9:33 AM
272	Advocating for our profession, to improve a pay structure that reflects our degrees, licensure and the responsibility that falls on us.	1/26/2026 9:33 AM
273	N/A	1/26/2026 9:32 AM
274	Associate LPC and MFT limitations.	1/26/2026 9:32 AM

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275	Upgrade website	1/26/2026 9:32 AM
276	Communication and the clarifying application steps.	1/26/2026 9:32 AM
277	There is no education for licensees to find out about important processes except the website. If this education exists there is not adequate communication	1/26/2026 9:27 AM
278	License Renewal process	1/26/2026 9:26 AM
279	I was told I could not contact the agency with questions until 6 weeks after I submitted my application for my LPCA license. Yikes!	1/26/2026 9:24 AM
280	Quicker response/ customer service	1/26/2026 9:21 AM
281	None I can think of at this time.	1/26/2026 9:20 AM
282	The council does not update forms and the website very often, so that things are not always accurate. For example, the mandate to report child abuse within 24 hours was not updated in the jurisprudence exam, and due to that I was corrected on my answer. Other bits of information are not clear or seem to contradict, such as specific instructions on who submits what in the process of licensure, be it the supervisor or the supervisee. Clear, consistent communication does not seem to be the BHEC's overall strong suit, and so some attention can be paid to consistency in messaging, and using clear and specific language.	1/26/2026 9:20 AM
283	NA	1/26/2026 9:19 AM
284	N/A	1/26/2026 9:19 AM
285	Since we are not considered professional any longer by the Trump administration ceu requirements should be dropped to 3 hrs ethics per renewal period and keep the juris exam. Total 4 credits per renewal. Drop any muticultural requirements since DEI in Tx has been eliminated.	1/26/2026 9:18 AM
286	Explaining the practical application of major areas of the Rules and Statuses.	1/26/2026 9:18 AM
287	Communication with universities	1/26/2026 9:17 AM
288	The disciplinary process. It's too long and clinicians need to be on the council to assist in making those decisions. They also need to be present to hear the evidence presented.	1/26/2026 9:15 AM
289	Legislation decisions	1/26/2026 9:14 AM
290	Responding in timely manner to email. If need be, hire more staff.	1/26/2026 9:14 AM
291	None	1/26/2026 9:13 AM
292	Summarizing rule changes/proposals in plain English in the emails.	1/26/2026 9:13 AM
293	Strengthen the importance of a doctorate in Psychology.	1/26/2026 9:12 AM
294	Email communications when sent a question	1/26/2026 9:10 AM
295	Clarity of processes for licensure	1/26/2026 9:10 AM
296	every function from access to ease of recredentialing to updating their website	1/26/2026 9:09 AM
297	None at this time	1/26/2026 9:08 AM
298	I hate to use this word in today's world, but a little diversity to better reflect the practitioners in our fields would be great to see.	1/26/2026 9:08 AM
299	provide CE hours through website	1/26/2026 9:06 AM
300	When emails are sent out regarding upcoming rule changes or proposed rule changes, it would be helpful if the actual rule text could be embedded in that email so that it does not have to be searched for separately.	1/26/2026 9:06 AM
301	the council needs to understand that despite the fact that we all have Master's degrees, we don't make much money, and using a third-party to process our CE's is another frustrating unnecessary expense. the past method worked fine.	1/26/2026 9:04 AM
302	Every supervisor I know has been hauled before the council because of a complaint by a subordinate. All have been cleared but paid \$10,000 for legal fees.All waited years to resolve.	1/26/2026 9:03 AM

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Many of these complaints could be resolved by a phone call. All of these complaints that I know about , were from subordinates who were in regular trouble with the agencies they worked for. Now, all of my colleagues who were supervisors no longer want to be supervisors. This is five supervisors who feel that the Council should have had an easier and less stressful process and tried to support supervisors who were trying to get employees to help clients. "Revenge complaints," from employees who want to hurt the supervisors who were trying to get the employee to help the client with discharge plans or appropriate interventions should be looked at.

303	n/a	1/26/2026 9:02 AM
304	Disciplinary hearings should always include at least person holding the licensure of the professional being charged. We used to receive notices of our license renewal but no longer do. We also used to receive a free copy of our renewal instead of having to pay for it. I would like for my board to spend less time recreating the wheel (forming their own EPPP exam) and more on serving the public.	1/26/2026 9:02 AM
305	Phone calls	1/26/2026 9:01 AM
306	Less emails and less change. It seems there's constant changes proposed and implemented. Hard to keep up.	1/26/2026 9:01 AM
307	I do feel the CE requirement for the mandatory hours could be a bit more seamless , however with the onboard of CE broker I feel it's going to remedy that.	1/26/2026 9:00 AM
308	The updates sent via email should include relevant profession centered updates and news tailored to specific professionals. Provide resources for networking and employment opportunities for counseling professionals. Email notifications or alerts for required updates or changes related to employment or 1099 contract opportunities in my specific profession. A unified national jurisprudence exam that will be accepted by all states.	1/26/2026 9:00 AM
309	Na	1/26/2026 8:57 AM
310	The board takes years to investigate complaints while the public is being harmed. The board's investigators are unqualified and incompetent, ie. They do not even know what the board rules are in most cases. I have witnessed counselors in violation of board rules for ethical behavior contact past board directors by phone to discredit complainants and successfully ask for the complaint to be discarded or disregarded. When faced with reporting a former colleague for inappropriate conduct with a minor client as well as working while intoxicated, the board took SEVEN years to investigate, then contacted me and admonished me for reporting a colleague which is my duty to do. The board is a disgrace.	1/26/2026 8:57 AM
311	Proactive information to licensee and the public could stand much improvement	1/26/2026 8:57 AM
312	Unsure	1/26/2026 8:54 AM
313	Communicating changes with the public	1/26/2026 8:54 AM
314	It seems that the licensees are increasing in the state. I hope the state will provide funds to maintain staffing requirements. I would imagine the staff could be overworked.	1/26/2026 8:54 AM
315	Advocating for joining the counseling compact	1/26/2026 8:53 AM
316	Responses	1/26/2026 8:53 AM
317	When we renew our license, we need a professional card or something to add to our license in the frame.	1/26/2026 8:52 AM
318	I feel that the council needs to be made up of mental health professionals and not people in business or real estate or fields, not related to mental health.	1/26/2026 8:52 AM
319	I am very dissatisfied with the website where we are forced to upload our continuing education units. It just looks like another greedy way to make money. In today's technology, there is no reason why the information cannot be automatically uploaded without having to pay more money for a pro version. We are therapist at work with mental illness on a regular basis, which is very draining and complex, and we need the state of Texas to make things easier on us, not harder.	1/26/2026 8:52 AM
320	Ease of use on website. Replying by email.	1/26/2026 8:52 AM

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321	I do wish the emails regarding rule changes identified the changes more simplified. I understand the actual rules have to be in a specific language, but sometimes it's hard to actually know what the rule changes actually convey.	1/26/2026 8:51 AM
322	None that I know of at this time.	1/26/2026 8:48 AM
323	Clarifying rules	1/26/2026 8:47 AM
324	Ensuring that rules do not violate the NASW Code of Ethics.	1/26/2026 8:47 AM
325	We need cultural competency back in the LPC renewal requirements. This is not the time for counselors to be ignorant about the struggles facing BIPOC, LGBTQIA+ people, people who are not Christian, etc.	1/26/2026 8:46 AM
326	N/A	1/26/2026 8:45 AM
327	Less micromanaging.	1/26/2026 8:45 AM
328	Stop the automatic uploading of CEs unless chosen for audit. Cumbersome and most likely not needed	1/26/2026 8:44 AM
329	Responding in a timely manner to email inquiries. I had a question regarding a category of CE documentation and after waiting more than a week for a reply, resent the email and then received a prompt phone call.	1/26/2026 8:44 AM
330	Completing investigations in a timely manner	1/26/2026 8:43 AM
331	I'm not sure how much power or say they are able/allowed to have. That might help me answer this question more directly.	1/26/2026 8:42 AM
332	I have not accessed it for anything else.	1/26/2026 8:41 AM
333	None noted.	1/26/2026 8:41 AM
334	NA	1/26/2026 8:40 AM
335	Email communication. I have had emails bounce back multiple times with various staff. I often find that I receive communication at the end of the day and then I am unable to speak to someone to resolve the issue as emails bounce back and we play phone tag the next day.	1/26/2026 8:40 AM
336	Provide detailed explanation of what a clinician might see when visiting their own licensure information.	1/26/2026 8:40 AM
337	I want to see the LCDL license consolidated under the BHEC as it is a Psychology license and should not be under THHS.	1/26/2026 8:40 AM
338	Same as above.	1/26/2026 8:38 AM
339	I am concerned about the efficiency of CE Broker for recording CEU information. Issues: 1)It was easy to establish the basic account, but frustrating to log in. Following their instructions, had to change password, once was able to log in & again same problem not able to log in. 2)I completed all license renewal requirements including CEU/payment & still CE Broker indicated that my CEU was not complete.	1/26/2026 8:38 AM
340	there are so many meetings and changes constantly that licensees do not attend to everything. The board could do a better job of protecting the psychologists' (LPs not all of the others that have been lumped as psychologists) profession.	1/26/2026 8:36 AM
341	I would like an agreement for our license to be valid in other states.	1/26/2026 8:35 AM
342	the online service is hard to navigate	1/26/2026 8:35 AM
343	The licensing process is not clear and concise. It's very confusing, making it more costly.	1/26/2026 8:35 AM
344	time in processing complaints	1/26/2026 8:34 AM
345	?	1/26/2026 8:33 AM
346	All of them.	1/26/2026 8:31 AM
347	Unknown	1/26/2026 8:30 AM
348	Unsure	1/26/2026 8:30 AM

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349	None	1/26/2026 8:30 AM
350	Na	1/26/2026 8:30 AM
351	The clarity of procedures and materials needs to be improved. Communication is challenging and discouraging.	1/26/2026 8:30 AM
352	Provider support	1/26/2026 8:29 AM
353	Larger database	1/26/2026 8:29 AM
354	Explaining new changes	1/26/2026 8:29 AM
355	Need to make a stand with the current destructive criminal administration! We need to know how to help plunge clients oppressed by Trump	1/26/2026 8:28 AM
356	None at this time	1/26/2026 8:28 AM
357	Allowing clinicians to be a part of decision making in an actual way. Clear communication with steps to take when frequently adding changes to statutes.	1/26/2026 8:27 AM
358	I'd love if you all offered CEs again for the meetings and sessions you have. Didn't we give Ethics CEs for something called "Lunch and Learn" in the past?	1/26/2026 8:27 AM
359	Integration of doc hours for initial licensure	1/26/2026 8:26 AM
360	Unsure	1/26/2026 8:26 AM
361	Licensure process is slower than it should be, especially upgrading license from associate to independent. Also do not support the direction bhec has been going overall. Mental health services, like medical services, should not bow to the whims of politicians who know nothing about them.	1/26/2026 8:26 AM
362	N/A	1/26/2026 8:25 AM
363	Please make licensing and CEU requirements more clear. Please have a spot where we can find legislature that relates to how we practice and explains it in layman terms.	1/26/2026 8:24 AM
364	Make the application process a little easier to complete	1/26/2026 8:24 AM
365	Feedback already provided re: online content and transparency.	1/26/2026 8:24 AM
366	Licensing	1/26/2026 8:23 AM
367	Unsure	1/26/2026 8:23 AM
368	The website busy/cluttered. Sometimes too difficult to find things. LPC board rules need to be separated from BHEC info. Having to scroll down a dozen pages to get to the rules is annoying.	1/26/2026 8:21 AM
369	There seems to be an abundance of rule changes annually — why? As you prepare for strategic planning, perhaps consider major reviews and rule changes every 3-5 years, with annual changes limited to legal updates. The constant review and annual changes appear as poor planning.	1/26/2026 8:21 AM
370	communicating impact to licenses as a result of federal and state legislation changes	1/26/2026 8:21 AM
371	Providing ethics CEUs for rule updates	1/26/2026 8:20 AM
372	Timeliness and customer service. A way to search easily for answers to common questions per discipline.	1/26/2026 8:20 AM
373	Clarity of information, outreach, feeling like they are there to support versus enforcement,	1/26/2026 8:20 AM
374	I'm not sure.	1/26/2026 8:19 AM
375	NA	1/26/2026 8:19 AM
376	I don't have any.	1/26/2026 8:18 AM
377	N/A	1/26/2026 8:17 AM
378	N/A	1/26/2026 8:17 AM

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379	N/A.	1/26/2026 8:16 AM
380	n/a	1/26/2026 8:14 AM
381	None to date	1/26/2026 8:13 AM
382	Clarifying the rules, making themselves more available to answer questions	1/26/2026 8:12 AM
383	Maybe use a decision tree model for licensing guidance to help people navigate the process.	1/26/2026 8:12 AM
384	None	1/26/2026 8:11 AM
385	N/A	1/25/2026 3:53 PM
386	Better accessability of meetings and ways to input information.	1/25/2026 12:44 PM
387	I don't know where this will end up but it is concerning that there is the possibility of holding disciplinary hearings without the presence of board members.	1/24/2026 12:07 PM
388	NONE	1/24/2026 6:58 AM
389	1. Timeliness of handling complaints. 2. Continuity and equality when handling complaints (i.e. LPC is reprimanded versus LCSW is given a warning for same alleged violations). 3. Dissemination of information (the Council has a database with all licensees' email address, yet one has to "subscribe" to receive emails regarding updates. 4. There is no hierarchy/classification of communication. Important information is missed because there is no level of urgency assigned, nor is there a clear delineation of communication. (Rules/Amendments, Volunteer Requests, Job Opportunities, Surveys, Lunch & Learns, etc. are all sent from the same email with the same sense of urgency.)	1/23/2026 8:05 PM
390	I will address these below, but I think there needs to be a focus on increased protection of the public from practitioners practicing outside their level of competence.	1/23/2026 1:11 PM
391	Sometimes it is difficult to interpret rules and how they should be implemented. Questions are sometimes answered by repeating the rules we can already access in the Consolidated Rule Books, which helps us find the rules but doesn't always clarify implementation.	1/23/2026 12:57 AM
392	Creating more rules that are confusing.	1/22/2026 7:09 AM
393	Continued monitoring of professionals/professional entities/training programs and establishing licensure requirements for quality assurance and appropriate provision of services within their scope.	1/21/2026 7:58 PM
394	I commend the Texas State Board of Examiners of Psychologists (TSBEP) for having endorsed specific Guidelines Regarding Competency in Clinical Neuropsychology. However, those guidelines are not enforceable rules and therefore do not effectively restrict licensees from advertising "neuropsychological evaluations" without meeting TSBEP guidelines for the competent practice of neuropsychology. Allowing unqualified individuals to advertise neuropsychological services is misleading to consumers, leading them to believe that they are receiving the same quality of services as they would from a provider who meets TSBEP guidelines for the competent practice of neuropsychology. TSBEP's failure to enforce these guidelines therefore poses a significant risk to public welfare. When unqualified providers advertise and attempt neuropsychological evaluations, serious errors can result, needlessly increasing associated medical costs. For example, cognitive impairment might be erroneously attributed to a brain injury or genetic condition, when in fact the patient has a treatable condition (e.g., sleep disorders, depression, etc.). In the process of a neuropsychological evaluation, failing to identify the possibility of serious yet potentially treatable conditions (e.g., normal pressure hydrocephalus, tumor, thyroid dysfunction, toxic exposures) could result in permanent brain damage or even death. To offer appropriate protections to the public, given the potential harm that can result from unqualified practice, I ask that BHEC and TSBEP establish enforceable rules consistent with their Guidelines Regarding Competency in Clinical Neuropsychology.	1/21/2026 5:06 PM
395	Better protection of the public by making the guidelines for the competent practice of neuropsychology actually enforceable rules. See my response to question #20 for an explanation.	1/21/2026 5:02 PM
396	Speediness of the licensure process and better communication with regard to progress	1/21/2026 4:26 PM
397	Transparency or more detailed explanations of rationale for rule changes. Would like to see	1/21/2026 2:08 PM

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	more consultation with stakeholders (licensees and professional associations) when proposing rules especially those that add responsibilities or change SOPs for practitioners.	
398	n/a	1/20/2026 2:39 PM
399	Stop making so many rule changes. They need to be made all at once and not so frequently, it makes it hard to keep up with everything.	1/20/2026 1:41 PM
400	Professionalism in electronic communications. Answer questions asked. Don't just cite the website.	1/18/2026 2:30 PM
401	?	1/18/2026 1:24 PM
402	Clear rules and processes regarding supervision, and requirements for licensure upgrades. Clear direction from council staff when asked direct questions about these processes and rules.	1/18/2026 11:27 AM
403	Representing social workers that are not in private practice. You do not consider those of us that are social workers and not counselors. Every rule you make, every guideline you have, and every thing you do is for social workers that are working as counselors. You have completely forgotten about those of us that are completely happy to just help people!	1/18/2026 11:12 AM
404	NA	1/18/2026 11:05 AM
405	I can't think of any	1/17/2026 3:12 PM
406	Communicating concerns being brought to the council that effect large numbers and providing information on how changes will effect each credential	1/17/2026 1:38 PM
407	Phone calls based on prior experiences with their staff.	1/17/2026 11:32 AM
408	List serve sends all information about various licenses-would like to filter to my particular license	1/17/2026 6:07 AM
409	Upholding standards for licensure and advocating for our disciplines on a state level.	1/16/2026 3:00 PM
410	Continued clarity re: the professional status of the helping professions. This	1/16/2026 12:19 PM
411	I would like more focus on psychologists' needs	1/16/2026 11:50 AM
412	I really did not like the tone of the postcard (didn't seem appropriate for communicating professionally) or that it was a postcard- prefer a closed envelope protecting my privacy as a professional. 35 years licensed! This April.	1/16/2026 8:56 AM
413	timeliness and ease of license renewal, and being better informed for CE audits	1/15/2026 10:43 AM
414	I would like the council to provide more guidance on AI and social media presence for practitioners.	1/14/2026 9:42 PM
415	Communicating, in lay terms, proposed rules and adopted changes.	1/14/2026 4:12 PM
416	None	1/14/2026 4:08 PM
417	The staff in licensing are incredibly rude and unhelpful, especially when a person is already licensed in another state. The Texas council makes it unnecessarily difficult to obtain licensure here when already licensed in another state.	1/13/2026 9:36 AM
418	con't to function in advocacy of LPCs & provide support that enables success in our efforts as professionals	1/13/2026 8:38 AM
419	N/A	1/13/2026 8:01 AM
420	diversity representation	1/12/2026 7:01 PM
421	There are so many changes to the rules all of the time... and a lot of the time it seems like they're language adjustments so that the language can match or align with another license the Board manages... it would be GREAT if those could all get addressed at once. I also think that the Council needs to spend more time getting grounded in what it's like to be an actual, practicing clinician. I was so frustrated to see the proposed rule change that would remove a licensed professional from complaint hearings. We carry an incredible duty and responsibility to care for our clients, but the idea of going into a complaint hearing with my licensing Board and there isn't even anyone there to make decisions about me and my practice within the	1/12/2026 6:06 PM

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	complaint who has done what I have done- the degree, the supervision, the continuing education, the face-to-face, day-in-and-day-out work...? It's just appalling and so demeaning. Mental health clinicians are already belittled and marginalized within the medical community and much of the community at large, and then our own Board would belittle and marginalize us such that we wouldn't even have a peer on a hearing panel? It's just outlandish. Do not lose your people in the name of any manner of efficiency.	
422	Better communication on legislative updates and what we need to know as LPC's in Texas. Some updates were made regarding what we need to have on our websites as of 09/01/25 and we received an email about it in December 2025 (I believe 12/19/25).	1/12/2026 5:39 PM
423	None	1/11/2026 5:42 PM
424	Providing written renewal certificate at each renewal. I would like to see the board return to this process.	1/11/2026 12:57 PM
425	No suggestions for improvement at this time.	1/10/2026 11:45 AM
426	the website is not user friendly	1/9/2026 12:03 PM
427	No complaints at this time	1/8/2026 12:56 PM
428	Communication outside of their own updates	1/8/2026 11:48 AM
429	It is unacceptable that the council considered removing the diversity requirement and that it does not have an LPC on the disciplinary board for LPCs. Addressing real-time changes that mental health professionals face	1/8/2026 11:20 AM
430	It is difficult to obtain clear direction on some processes in the absence of a third party giving direction.	1/8/2026 10:35 AM
431	The council could improve upon over the phone and email communication timeliness and accessibility.	1/8/2026 10:32 AM
432	I want to name a few ongoing concerns that directly impact our ability to serve students and uphold the standards of our profession. The speed and quality of responses we receive from the board have been inconsistent. When answers are provided, they are often incomplete or vague. Because we rely on this information to teach students how to locate accurate, reliable answers, unclear communication undermines our work and creates unnecessary confusion. I also feel it is important to address the professionalism displayed during board meetings. I have witnessed frequent infighting among board members, and on one occasion a board member contacted me on social media after a meeting to continue a discussion in an argumentative manner. These interactions have contributed to a significant loss of confidence in the board's ability to lead effectively and collaboratively. My intention in naming these concerns is not to criticize for the sake of criticism, but to advocate for the clarity, professionalism, and accountability that our students, our community, and our profession deserve.	1/8/2026 10:07 AM
433	support, promotion, advocacy with the legislature for an interstate compact	1/8/2026 9:41 AM
434	TOO MANY RULE CHANGES AND DRAMA	1/8/2026 8:38 AM
435	N/A	1/7/2026 11:10 PM
436	Not sure yet	1/7/2026 10:20 PM
437	I can't think of any right now	1/7/2026 5:43 PM
438	clarity about new rules.	1/7/2026 5:04 PM
439	Better CE management system, advocating for profession	1/7/2026 4:52 PM
440	Customer service, responsiveness, improved website	1/7/2026 3:04 PM
441	website, specifically rules and statutes, needs improvement	1/7/2026 1:53 PM
442	The only thing I have experienced is difficulty accessing the licensing verification portal.	1/7/2026 1:03 PM
443	None at this time.	1/7/2026 12:27 PM
444	Provide more support for associates needing to get their direct hours.	1/7/2026 9:12 AM
445	I think it would be helpful if we could select the types of emails we wanted to receive. Also, I	1/7/2026 8:20 AM

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would like the email updates that discuss proposed board changes or completed board changes to provide a brief summary of the areas being changed. I think that happened once, but usually, there is just a link provided. Knowing what the changes are might help determine if I indeed need to click the link. We are all pressed for time, and the board does send quite a bit of communication.

446	When I am informed that there have been rule changes, I find it very difficult to read that information in plain English in a place I can find it and refer back to it.	1/7/2026 6:13 AM
447	Telephone assistance	1/6/2026 8:18 PM
448	More communication on continuing education opportunities.	1/6/2026 7:00 PM
449	My only challenge has been using the CE Broker program and when I added my ceu's following the NASW conference it was confusing as to which categories they fit into even with the brief training you provided.	1/6/2026 6:59 PM
450	More transparency. The CEU tracker software is lining someone's pocket. Learning after the fact about the legislature's requirement about notification on websites about notes: this violates the fundamental tenet of therapy--confidentiality. The patient can ask any time for notes but to legislate this is not serving the public. In particular, there are a subset of diagnoses where reading their notes could be harmful and cause discontinuation of treatment. We had no input into this. Why did the Council not alert us to this or intervene?	1/6/2026 3:54 PM
451	NA	1/6/2026 3:10 PM
452	Prioritize or work more collaboratively with other states regarding licensing compacts. Enhancing access to older licensing records such as test scores for license holders who obtained their license prior to NCE.	1/6/2026 2:17 PM
453	Emails	1/6/2026 1:49 PM
454	The website is incredibly disorganized, confusing, and difficult to navigate, particular when it come to references statues and rules	1/6/2026 1:34 PM
455	Public input on proposed changes such as elimination of the oral exam and EPPP.	1/6/2026 12:57 PM
456	More understanding on how grievances are handled.	1/6/2026 12:28 PM
457	Website	1/6/2026 12:00 PM
458	Providing helpful information regarding practice guidelines. Being more transparent about expectations and the way guidelines are applied.	1/6/2026 11:22 AM
459	STOP favoring agency providers and off the SAME benefits to private practice providers. This is a huge problem with approvals of training proposals when you give extra access to agencies and not to private practice providers.	1/6/2026 9:22 AM
460	N/A	1/6/2026 8:24 AM
461	For sure the website. It is terrible.	1/6/2026 7:59 AM
462	Most of the time, when we have questions or need clarification, the response is to copy and paste the code into an email and state that they cannot interpret the rules and to contact a lawyer. If you make the rules, make interpretations of the rules as well. Just copying the code and saying contact a lawyer is not helpful and is dismissive.	1/6/2026 7:58 AM
463	They are doing good.	1/6/2026 1:07 AM
464	Links to access the page easily	1/6/2026 12:21 AM
465	All of the questions at the beginning of this survey only allowed 1 answer and actually I had multiple varying response times so all of those answers should be all of the above as I had to continue following up over months to gain my TX license.	1/5/2026 11:17 PM
466	Not so many rule changes.... Seems like every other week there's some new rules or rule changes	1/5/2026 8:42 PM
467	Response time to emails	1/5/2026 8:02 PM
468	Not sure	1/5/2026 6:56 PM

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469	Education on rule changes.	1/5/2026 6:22 PM
470	N/A	1/5/2026 4:09 PM
471	Haven't had enough contact or problems with the board to know.	1/5/2026 3:22 PM
472	I don't have any suggestions at this time.	1/5/2026 3:11 PM
473	clarifying what CEUs are required	1/5/2026 2:48 PM
474	The website needs to be more user friendly.	1/5/2026 2:46 PM
475	Clarify why uptick in rule changes when historically they were fewer.	1/5/2026 2:36 PM
476	Clearly explaining new things in a relevant format. Just give me bullets and explain what I have to do, with a link if I need to dig in more.	1/5/2026 2:29 PM
477	The Texas Behavioral Health Executive Council (BHEC) needs to improve the clarity and accessibility of its website by providing plain-language guidance, clearer licensure and supervision pathways, and better organization of telehealth and continuity-of-care rules. It should also modernize communication around telehealth and interstate practice so Texas residents are not forced to abruptly lose care when temporarily out of state and clinicians are not left navigating vague or fragmented regulatory guidance.	1/5/2026 2:25 PM
478	N/A	1/5/2026 2:16 PM
479	none keep up the great work!	1/5/2026 2:12 PM
480	An alternative to the EPPP or an alternative to obtaining a license. Perhaps allowing the license to be in a specific subfield of psychology.	1/5/2026 1:33 PM
481	Adding information on the military site would help. Information regarding having had a role in social work while in service would help. Maybe I missed it, but that was my only call to the council.	1/5/2026 12:53 PM
482	Handling license disputes and investigations on unethical and immoral therapists.	1/5/2026 12:41 PM
483	I think some of the information on the website could be more detailed or easier to find.	1/5/2026 12:21 PM
484	contact information more easily available of specific staff	1/5/2026 12:08 PM
485	Council should improve with increase transparency with rules making process and complaints process.	1/5/2026 12:03 PM
486	Website design and online licensing portal process. We also need to get on the counseling compact or have communications from the board about it.	1/5/2026 11:54 AM
487	I know this is already on the radar, but the new transition to CE Broker has been challenging. Their website is a little clunky.	1/5/2026 11:42 AM
488	Customer service needs to be friendlier, show more empathy, and stop acting like consumers are a nuisance.	1/5/2026 11:41 AM
489	Have not used any other services	1/5/2026 11:28 AM
490	unsure never asked for anything	1/5/2026 10:59 AM
491	Making the website a little easier to find things and navigate.	1/5/2026 10:50 AM
492	host ethics CEU webinar, website could be more user friendly It is vastly improved, however having a search function for the statutes would be helpful.	1/5/2026 10:46 AM
493	The *quality* of Council communication is low, given that the communications are data dumps of dense regulatory bureaucratese across *multiple* licenses and the licensee is left to sift through to find the kernel of important information.	1/5/2026 10:31 AM
494	More timely and patient answers to inquiries. I felt that my email inquiry, while answered in a timely manner, was not a full answer (as if they did not read my entire email question). I had to email back to get a full answer.	1/5/2026 10:06 AM
495	Thank you for your hard work.	1/5/2026 9:44 AM
496	Unknown	1/5/2026 9:42 AM

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497	The information that is available online.	1/5/2026 9:40 AM
498	This process is new to me, so I do not know how to answer this question, yet.	1/5/2026 9:34 AM
499	It feels like there's too much communication as of late a lot of what I feel to be overreach and too much duplication. Historically, if someone is audited, you simply provide the documentation required and that's that now we have to go through this ridiculous CE reporting service that is cumbersome and difficult to enter and if one is audited, you still have to provide the paper proof it seems like a duplication of services and more trouble for the providers than is necessary	1/5/2026 9:32 AM
500	Better navigation process on the website.	1/5/2026 9:24 AM
501	I made a complaint against a person who was providing psychological services without a United States license being listed on their website. It took 2 years to get a response.	1/5/2026 9:09 AM
502	not sure...?	1/5/2026 8:44 AM
503	Better clarity for the licensing process. Simplify the process to help lessen cost and confusion. Offer more connections to free CE, especially in the special areas of Ethics and DEI categories.	1/5/2026 8:38 AM
504	Advocacy for counselors working conditions in terms of caseload, hours, and pay	1/5/2026 5:45 AM
505	Uploading CEUs as completed instead of waiting until the next renewal	1/4/2026 10:11 PM
506	Improved clarity of information, attentiveness with credentialed professionals, better attitude overall.	1/4/2026 8:57 PM
507	The Council needs to be more organized and vocal in advocating for minorities and against fascist policies from our state and national government.	1/4/2026 8:55 PM
508	I don't know of anything.	1/4/2026 7:42 PM
509	Answering phone calls	1/4/2026 7:35 PM
510	Not sure.	1/4/2026 7:19 PM
511	NA	1/4/2026 6:41 PM
512	The Council needs to improve access the ability of LPCs to be able to open independent practices, as agencies rates do not reflect the professional cost it takes to become a LPC. The Council should also be focused on improving interstate compact, and alignment with States bordering Texas.	1/4/2026 6:11 PM
513	Everything.	1/4/2026 6:03 PM
514	none	1/4/2026 5:45 PM
515	What I mentioned earlier about advocating for policies that improve the environment for LPC's in addition to the public's overall mental health.	1/4/2026 5:08 PM
516	N/A	1/4/2026 4:07 PM
517	Communication around rule updates, the emails link to other things that you have to be determined to find and make sense of rather than it being in the email itself in a way that is easy to quickly grasp and integrate into practice.	1/4/2026 3:26 PM
518	communication on steps to get something done (be more explicit, granular in your instructions)	1/4/2026 3:05 PM
519	The different licenses for which BHEC is responsible are completely different professions, don't try to make them that way. Psychology is a science, based in the empirical methods, social work and counseling are based in education.	1/4/2026 3:04 PM
520	None that I can think of. I feel as if the Council does a really solid job. I haven't run into any problems for which I have had a difficult time getting an answer or help.	1/4/2026 2:41 PM
521	Answering the phones in a decent amount of time. I had an associate call about an application error and she was forced to wait 6 weeks for an answer. It would help if this process did not take so long.	1/4/2026 2:35 PM
522	Efficiency	1/4/2026 1:59 PM

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523	N/a	1/4/2026 1:36 PM
524	Get us in the interstate compact like so many other states. It is ridiculous how restrictive Tx is compared to other states	1/4/2026 12:46 PM
525	N/A	1/4/2026 10:34 AM
526	Search results on the website	1/4/2026 10:13 AM
527	Licensing from another state. I called and got a message from someone who answered the phone and said we don't know if she will be in. I got the impression she is not reliable. I don't know what is going on with her, but I would like to complain.	1/4/2026 10:03 AM
528	Though currently outside its scope, I do believe the council should play a role in regulating local CEU providers.	1/4/2026 9:47 AM
529	None at this time.	1/4/2026 7:43 AM
530	Renewal process and why are we now having to pay for another thing/another system (CE Broker). Friendly FYI, CE Broker does not accept "half hours" (i.e, 1.5h) for some CE hours. This doesn't seem fair since the credited hours are legitimately earned.	1/4/2026 4:44 AM
531	The way they communicate changes to the therapists. I would like to get one email about the change, not to be redirected and to have to read over 180 pages of the code of ethics. All they have to do is to send a simple email stating the changes and what we need to do as Thetaoists black and white. As for the forms to apply for a full licensure, these forms need to be simplified and written as for a first grader. Some of us don't understand the language. Make it easy and accessible such as: How many hours have you have over the phone? How about video call? Etc.	1/4/2026 1:42 AM
532	Understanding licensee's needs but I guess it's not your job to be here to help us.	1/3/2026 11:57 PM
533	Improve the website.	1/3/2026 9:03 PM
534	na	1/3/2026 7:57 PM
535	Protection of our professional designations against "AI therapists" and the like	1/3/2026 6:53 PM
536	Not much. The website could be a little more intuitive.	1/3/2026 5:58 PM
537	Unsure	1/3/2026 5:53 PM
538	My needs are being met	1/3/2026 5:53 PM
539	Customer service.	1/3/2026 5:24 PM
540	Creating more communication with the professional members. Website and newsletters are clunky. Information is often disseminated through virtual meetings which we can not always attend due to our own schedules. Are these meetings available to watch at a later time?	1/3/2026 5:14 PM
541	Advocating for the welfare of those most vulnerable populations we serve, exploring what is getting in the way of associates leaving graduate school doubting their ability to trust their intuition and how ethical guidelines are meant to protect clients and end up creating fear for our profession.	1/3/2026 4:45 PM
542	Pushing for better paid rates and pushing the approval of the counseling compact	1/3/2026 4:23 PM
543	website	1/3/2026 3:53 PM
544	None come to mind at the moment.	1/3/2026 3:46 PM
545	I wish information about licensure was more concise or bulleted so that you didn't need to dig around to find the information on the website.	1/3/2026 3:35 PM
546	Not sure	1/3/2026 2:59 PM
547	The dumb new CEU program	1/3/2026 2:21 PM
548	None	1/3/2026 1:34 PM
549	not sure	1/3/2026 12:50 PM

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550	Response time, being helpful.	1/3/2026 12:41 PM
551	My experience is that the psychologist profession and how it is distinct from other mental health professions is becoming more diluted and less clear. Support for this has been shown in countless conversations with not only clients seeking services but also with master's level professionals who have also expressed confusion about how the services they provide may differ from that of a psychologist.	1/3/2026 12:32 PM
552	Link to board complaints and outcomes. I use this for teaching moments for supervisees	1/3/2026 12:24 PM
553	Not sending emails saying this/that has changed so go look it up. Just include changes in email.	1/3/2026 12:23 PM
554	Helping professionals with job searches. As of now, companies like Better Help are taking over the industry and providing sub-par premium reimbursements resulting in many leaving the field because the salaries are so low. Assistance with job boards or even a membership website (like Psychology Today) where clinicians can be listed and found would be helpful. A membership for supervisors would be useful too for Associates who are searching for a supervisor.	1/3/2026 12:17 PM
555	Coordinating with certemy.	1/3/2026 12:01 PM
556	Ease of license renewal and transfer, allow reciprocity across states	1/3/2026 11:00 AM
557	I haven't had the need to contact council this past year, but in the past it has not been easy to get a hold of someone and it takes a while to get a response.	1/3/2026 10:03 AM
558	Help with licensing for states border	1/3/2026 10:02 AM
559	easier to access data	1/3/2026 9:44 AM
560	Understanding the meaning and embracing the spirit of--and, yes, putting into practice what is meant by the words "ETHICAL CONDUCT." To wit, protecting the consumers and ethical practitioners from those who, like the board, have a conflictual if not an antagonistic relationship with those terms.	1/3/2026 9:24 AM
561	Every legitimate function	1/3/2026 8:43 AM
562	Poor customer service, difficult to navigate the website, certainly not advocates for our profession	1/3/2026 8:25 AM
563	N/A	1/3/2026 7:40 AM
564	Providing lists for supervisor/supervisor refresher course providers and explicit information about what those trainings need to include	1/3/2026 6:33 AM
565	Approving interstate licensing	1/3/2026 6:16 AM
566	More Diversity in members	1/3/2026 6:04 AM
567	I don't really think improvements are necessary, but perhaps hire more Council members in each specialty.	1/3/2026 5:27 AM
568	None	1/3/2026 12:00 AM
569	None	1/2/2026 11:37 PM
570	N/a	1/2/2026 11:28 PM
571	Linking CE and licensing sites.	1/2/2026 10:57 PM
572	The way proposed rules changed and updates are communicated, there are too many steps to get to the information. The new ceu service is yet another burden on us.	1/2/2026 9:55 PM
573	Website - design, layout and information available , easy to locate.	1/2/2026 8:47 PM
574	When updates to rule changes occur, highlighting the "before and after" rules would be helpful. It is sometimes difficult to discern the actual change from what existed prior.	1/2/2026 8:33 PM
575	Please stop with the updates every month. You are not helping the profession. Do all the updates and let's move on. Completely disagree with the CEU broker system. Just adds more bureaucracy.	1/2/2026 7:39 PM

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576	they need more friendly and attentive employees. I've felt unimportant or dismissed when calling the contact number. Recently, I was in contact with the Oklahoma board and their representatives are so attentive, friendly, and work hard to provide support.	1/2/2026 7:07 PM
577	Make it easier to see the changes made & accepted	1/2/2026 6:49 PM
578	When responding to questions via email, I wish they would answer the specific question that is being asked rather than copying and pasting regulations as a response. If the regulation had answered my question, I wouldn't have needed to email. The whole reason I am emailing a specific question is because the regulation didn't address the nuances.	1/2/2026 6:44 PM
579	clarification of CEs	1/2/2026 6:40 PM
580	Implications of Psychedelic treatment on the Mental Health profession.	1/2/2026 6:37 PM
581	The website structure could be better. There is a lot of text to cover and go through in order to find what you are looking for.	1/2/2026 6:35 PM
582	Support/community	1/2/2026 6:25 PM
583	Changes in rules particular to my profession	1/2/2026 6:20 PM
584	The website is a little complicated	1/2/2026 6:07 PM
585	I feel that more psychologists need to be a part of decision making on the council regarding matters pertaining to psychologists.	1/2/2026 5:55 PM
586	N/a	1/2/2026 5:40 PM
587	None	1/2/2026 5:28 PM
588	Have the State allocate more money for staff and salaries	1/2/2026 5:20 PM
589	I have limited experience with utilizing the Council's functions/services.	1/2/2026 5:19 PM
590	I don't have any suggestions	1/2/2026 5:08 PM
591	Listening to licensees, aligning with the Code of Ethics of licensees, answering clarifying questions about the rules at all, taking less than multiple years to resolve complaints	1/2/2026 5:03 PM
592	I know the council sees the worst case scenarios but most counselors are sincerely in this field for the right reasons. Constant updates and changes to CE requirements and other tedious and technical constant updates are burdensome, time consuming and can be expensive. I wish there was more trust between the council and the providers. It truly feels like we are seen as the enemy.	1/2/2026 5:03 PM
593	all	1/2/2026 5:00 PM
594	The Council needs to drop the silly extraneous requirements like Human Trafficking and DEI - no reason to do this every 2 years. The renewal cadence is too fast as well - total money grab for most LPCs who are not making much to begin with. CE & renewal should be like a 5 year cadence where one might have the chance to actually learn something new. Practices and techniques do not change that fast. High quality in person CE is expensive and something I could justify once every 5 years but on a 2 year schedule I have to go for cheapest and lamest online education.	1/2/2026 4:58 PM
595	I'd like to see more information about the Compact agreement process. this issue is relevant to all clinicians and would be so helpful if we at least knew what and where the process was at currently.	1/2/2026 4:52 PM
596	Options for CEU's	1/2/2026 4:47 PM
597	I do not know where online I can see if under audit	1/2/2026 4:43 PM
598	I wish that politics had less influence on our licensure rules but that's not the council's fault.	1/2/2026 4:40 PM
599	None at this time	1/2/2026 4:26 PM
600	Communication	1/2/2026 4:13 PM
601	None at this time	1/2/2026 4:06 PM

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602	None that I can think of personally.	1/2/2026 4:04 PM
603	N/A	1/2/2026 3:22 PM
604	Website.	1/2/2026 3:18 PM
605	During the online meetings, the council members that are in Austin are displayed all in one screen. That makes their images VERY small, so it's difficult to determine who is speaking. I've tried "speaker only" but that doesn't work consistently. Is there any way to make the person speaking featured/highlighted in one window.	1/2/2026 3:16 PM
606	Not sure.	1/2/2026 3:15 PM
607	I think the Council is doing great overall. It would be nice if—when there is required information to be posted prominently on our website, clinic, and/or documents—you would give us the copy-paste version or at least a template. Typing this up ourselves, and guessing whether it's "enough" for compliance—all while uncompensated—can be stressful. Other clinicians found the requirements of the latest House Bill (pertaining to prominent display of certain patient rights) to be stressful in implementing due to not knowing how much information to include or how detailed it should be. (Additionally, while I maintain my website myself, not all clinicians do, so for them, the process of adding info to their site can involve more steps.)	1/2/2026 2:44 PM
608	Timeliness for licensing	1/2/2026 2:34 PM
609	Would like notifications of new rules sent to members affected by rules.	1/2/2026 2:21 PM
610	website. Can be too busy and clear direction on where to find information.	1/2/2026 2:06 PM
611	More concise information about board rules changes that are communicated to the licensees who can't attend meetings	1/2/2026 2:05 PM
612	Rules and regulations document very long and cumbersome to navigated	1/2/2026 1:59 PM
613	Answer phone quickly	1/2/2026 1:54 PM
614	n/a	1/2/2026 1:37 PM
615	Accessibility, ease of understanding (language), ease of understandable information on websites	1/2/2026 1:37 PM
616	None	1/2/2026 1:37 PM
617	Upholding Social Work values of social justice	1/2/2026 1:34 PM
618	Creating usable and feasible certifications that new psychologists will feel like pursuing	1/2/2026 1:32 PM
619	N/A	1/2/2026 1:30 PM
620	The way the information is provided can sometimes seem overwhelming, and one is unsure where to begin without reading everything in print that may not be applicable.	1/2/2026 1:25 PM
621	Provide more CEU opportunities	1/2/2026 1:22 PM
622	Being friendly and understand that we are calling/contacting council for information and getting clarification on things the council provides. Don't assume that we "should get it", and speak disrespectfully or treat us like children in the responses given.	1/2/2026 1:20 PM
623	No comment.	1/2/2026 1:18 PM
624	More lines being manned to be answered so there isn't the long wait	1/2/2026 1:02 PM
625	None	1/2/2026 1:00 PM
626	Social Work Compact issues	1/2/2026 12:56 PM
627	unsure	1/2/2026 12:39 PM
628	N/A	1/2/2026 12:38 PM
629	Information for CE	1/2/2026 12:28 PM
630	The website with there being the TSBEP website and the BHEC website. Perhaps there is only one website at this point, but the fact that I don't know this is what I'm talking about. I do not	1/2/2026 12:24 PM

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	have a need to go on the website(s) often, but when I do, I find it a bit cumbersome.	
631	Emails can be wordy. Precise with information.	1/2/2026 12:17 PM
632	Being able to speak to a live person and processing times	1/2/2026 12:10 PM
633	Make the license renewal process similar like the Texas Dept. of Health used to do.	1/2/2026 12:07 PM
634	The Council could offer more opportunities for community input and more background information about the decision-making process before and after implementing changes	1/2/2026 12:06 PM
635	Processing licensures and tenewals	1/2/2026 11:58 AM
636	neutral	1/2/2026 11:43 AM
637	I have not experienced any issues.	1/2/2026 11:39 AM
638	Form of communication, include and extend to social media postings.	1/2/2026 11:32 AM
639	Improving protection of licenses-not watering down requirements	1/2/2026 11:27 AM
640	NA	1/2/2026 11:27 AM
641	Make the CE process easier to understand	1/2/2026 11:24 AM
642	Career opportunities	1/2/2026 11:18 AM
643	none	1/2/2026 11:16 AM
644	Not sure	1/2/2026 11:15 AM
645	Improve accessibility whether it be via the website or by phone.	1/2/2026 11:07 AM
646	NA	1/2/2026 11:06 AM
647	Communicating. Responding.	1/2/2026 11:04 AM
648	Response time	1/2/2026 11:00 AM
649	Responding to questions. When we submit questions first clarification of understanding copying and pasting the exact section from the rebook does not help. Especially when noted in correspondence that the rule book was read and the section of confusion is sent in the correspondence from us.	1/2/2026 10:58 AM
650	Disappointing to see state and federal politics interfering with mental health best practices, including working with under-served, under-represented and/or traditionally marginalized populations. And in case you're wondering, yes, I am referring to the change earlier this year in language with regards to continuing education requirements and working with diverse populations. I sat through the ENTIRE "public" meeting that was held last year discussing this proposed change. It was VERY disheartening to see and hear SO many clinicians voice their disapproval and concerns about these changes, only to see their concerns dismissed so casually and have the Texas Behavioral Health Executive Council go ahead with the changes anyway. I walked away from this experience VERY disillusioned, since it appeared this entire endeavor was simply for show, and that the decision to change the diversity language/education requirement was made by non-clinicians (i.e. politicians) LONG before we ever met to discuss this. It's extremely difficult to NOT be cynical when the Council says one thing about ensuring timely and effective mental healthcare to "all" Texans, but then turns around and throws the most vulnerable in the state under the bus, for political expediency and to stay in the good graces of our current governor and President. We have an ethical obligation to first do no harm, and the Council very clearly showed last year that this is strictly for appearances, and that when push comes to shove, our professional and ethical obligations will come in a distant second to politics and deep pockets.	1/2/2026 10:54 AM
651	None, all good	1/2/2026 10:53 AM
652	None	1/2/2026 10:53 AM
653	Providing information and taking a stand on concerns	1/2/2026 10:52 AM
654	Enforcing the rule that they create. Offering free training and ceu's that they require. Offering lists of ceu providers.	1/2/2026 10:52 AM

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655	Streamline information about changes required, providing examples.	1/2/2026 10:48 AM
656	reduce how often I have to renew to reduce cost. Add compact so clinicians don't have to pay out to multiple states	1/2/2026 10:45 AM
657	I do not like the third party tracking of CEUs. Extra time and work. I don't remember having input before that decision was made.	1/2/2026 10:43 AM
658	Resolving complaints against licensees.	1/2/2026 10:39 AM
659	Unkn	1/2/2026 10:35 AM
660	It's a lot of rule changes to track. Instead of occurring quarterly, could there be an annual update?	1/2/2026 10:31 AM
661	A real person answering the phone and/or returning a phone call	1/2/2026 10:29 AM
662	Trust from the public that the Council exists to protect the public from unsafe providers, not to further anyone's political agenda.	1/2/2026 10:29 AM
663	Services: Website design- the colors and wordiness of the text make all the information seem to blend together.	1/2/2026 10:27 AM
664	Telephonic- staff seem to not have necessary answers and despite leaving multiple vm they do not respond back. Long wait times on the phone.	1/2/2026 10:25 AM
665	Provide a comprehensive email of rule changes for each discipline quarterly	1/2/2026 10:21 AM
666	unnecessary to keep checking on us re: renewal hours more work for us to keep track and upload	1/2/2026 10:20 AM
667	None.	1/2/2026 10:17 AM
668	None	1/2/2026 10:14 AM
669	N/A	1/2/2026 10:14 AM
670	The email response could have been more detailed.	1/2/2026 10:12 AM
671	Support for labor unions	1/2/2026 10:10 AM
672	Look into and develop policy relating to mental health providers claiming foreign language expertise, capabilities, qualifications, and/or certifications (especially Spanish given that it is the second most used foreign language in Texas); or those employing interpreters who also claim expertise, etc. Please note the urgency for the Council to establish foreign language education, training, and testing guidelines for the following reasons: 1. Clients are defrauded, underserved, and do not receive the professional help they seek when: their mental health professionals claims to have language expertise or capabilities yet fails to process, reflect, summarize and communicate accuracy and complete sentences at a professional level or effectively in spoken Spanish (e.g.); or when the interpreters employed by mental health professionals also fail at effective communication in the foreign language. It is important to point out that just because a person may speak conversational Spanish, it does not qualify them in any capacity to employ such basic skill to the Mental Health Counseling profession. To function in English as an LPC (for example) requires specific education (in theories, concepts, treatments, terminology, etc. in spoken language), training, certification and licensing, why then are such guidelines governing the same are not required for those counselors engaging clients in a foreign language? 2. Mental health professionals claiming a foreign language expertise, capability, qualifications, and/or certifications are misinterpreting and misrepresenting themselves, and falsely advertising such capabilities when in fact in the counseling session they are not able to communicate effectively. The language failure occurs when counselors engage both Spanish and English ("Spanglish") words and phrases or the specific use of "Texas-based" English (Tex-Mex language) because they do not have the required language skill. This also applies to the employment of interpreters not trained in the specific language and terminology of mental health counseling-related to theories, concepts, treatments, terminology, etc. 3. Mental health professionals in the above categories are engaging in fraud, and defrauding insurance companies for many thousands of dollars a year. When such professionals submit claims for services intended to be provided in Spanish for which they falsely claim expertise and capabilities, and when clients themselves walk away knowing they were not well served in their native language, they are committing a white-collar crime, and defrauding insurance companies.	1/2/2026 10:10 AM

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673	Mentioned previously in text box.	1/2/2026 10:09 AM
674	The online license renewal and CEU processes are not user friendly. Trying to get through the renewal process is cumbersome and confusing. It's all very piecemeal	1/2/2026 10:07 AM
675	More transparency and efforts to divorce from politics	1/2/2026 10:06 AM
676	None that I have seen!	1/2/2026 10:05 AM
677	The rule changes occur rapidly and I am less confident about my knowledge of them than in the past. A video of the changes would be helpful!	1/2/2026 10:05 AM
678	Unsure.	1/2/2026 10:02 AM
679	More Zoom meetings for us to attend the big meetings over policies	1/2/2026 10:01 AM
680	getting standards/ethics more equal across boards	1/2/2026 10:00 AM
681	N/A	1/2/2026 9:58 AM
682	The council needs to really advocate for interstate reciprocity for licensees. This whole push to rush the creation of new counselors through innovative programs where a person can basically become a counselor through a fast-tracked Bachelor's program is the wrong answer. However, aligning us more with the ACA and working on interstate compacts is the better choice to meet Texas' needs for licensed counselors.	1/2/2026 9:57 AM
683	The website needs a refresh	1/2/2026 9:56 AM
684	NA	1/2/2026 9:55 AM
685	N/A	1/2/2026 9:50 AM
686	Public outreach, political, leanings, website and technology, clear and understandable communication that's easy to navigate	1/2/2026 9:50 AM
687	CEU processes. Signing up for an additional service for this was unclear, unnecessary, and frankly a time sink that I don't need to be dealing with.	1/2/2026 9:49 AM
688	Rules access finding information quickly	1/2/2026 9:49 AM
689	Please join the counseling compact!!!!	1/2/2026 9:47 AM
690	Accurately resolving complaints. Three of us from our group practice made the complaint to the board on a therapist who admitted to having sex with her client. She still has her license including her supervisory status...that is a black/white rule. As a supervisor and licensed psychologist I cannot even imagine any reason why someone would keep their license after that incident. I now have less hope/respect for the complaint process.	1/2/2026 9:47 AM
691	frequency of surveys....2nd day of the year...2nd survey	1/2/2026 9:46 AM
692	Explanation and implications of new statutes	1/2/2026 9:45 AM
693	Provide information on getting human trafficking CE.	1/2/2026 9:44 AM
694	BHEC seems more concerned with being efficient rather than actually doing what is right for counselors.	1/2/2026 9:29 AM
695	The recent changes in rules is negatively impacting our ability as mental health therapists to help the people of Texas	1/2/2026 9:26 AM
696	I think the website could be better (as stated earlier) and if rule changes could be condensed to once a year (or something like that) I think it would be good. Right now it is difficult to keep up with the rule changes.	1/2/2026 9:25 AM
697	NA	1/2/2026 9:22 AM
698	N/A.	1/2/2026 9:21 AM
699	Ability to respond by mail, phone and, email in a timely fashion.	1/2/2026 9:21 AM
700	Providing information on new CE submissions.	1/2/2026 9:20 AM
701	Communication	1/2/2026 9:19 AM

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702	merging the two different emails	1/2/2026 9:18 AM
703	Timely responses and communication, clarity.	1/2/2026 9:17 AM
704	No matter what Make things easier for professionals vs adding more things on our already busy schedules.	1/2/2026 9:16 AM
705	Verification of education	1/2/2026 9:15 AM
706	CEU calculation	1/2/2026 9:14 AM
707	Grandfather's in people who had license prior to new national test. I didn't get information and now I am being told I would need to take new exam.	1/2/2026 9:14 AM
708	Website, wait time, no easily accessible information online and if heaven forbid you have to call, you wait forever a without fail the person is rude. Communication regarding updates and new CEUs needed for renewal is awful, I hear things through the grapevine most of the time.	1/2/2026 9:12 AM
709	rule changes information, current and historical	1/2/2026 9:12 AM
710	Hi	1/2/2026 9:11 AM
711	Please improve your website. It is SO easy to get lost in the rules and to miss changes. A two column chart with "Old Rule" and corresponding "New/Changed Rule" would be a huge improvement.	1/2/2026 9:11 AM
712	The new platform (CE Broker) for renewals is terrible. It requires entering the same CE information over and over for multiple licenses. I spent \$150 to get them to help me submit my information on time. It is not free and has resulted in my getting spam from its CE providers	1/2/2026 9:09 AM
713	Assisting licensees with their requests.	1/2/2026 9:05 AM
714	Responding, sending only relevant email notifications to a particular profession	1/2/2026 9:04 AM
715	Include current time related issues on website FAQ like remote therapy service, Ai, etc.	1/2/2026 9:04 AM
716	Communication of major announcements and changes effecting our licenses	1/2/2026 9:00 AM
717	Having better interpretations of those rule changes	1/2/2026 8:58 AM
718	We need the renewal cards back or the ability to print them from the website.	1/2/2026 8:57 AM
719	Clear and more concise summaries of policy changes as well as best manner to speak up about concerns.	1/2/2026 8:53 AM
720	No feedback	1/2/2026 8:51 AM
721	N/a	1/2/2026 8:50 AM
722	I don't have any complaints currently	1/2/2026 8:49 AM
723	None	1/2/2026 8:49 AM
724	N/A, doing a good job we what we have.	1/2/2026 8:49 AM
725	It needs to provide better support to its own licensees - ethically, of course. But be more humane and supportive while doing the right thing.	1/2/2026 8:49 AM
726	Ease of information re: renewal process ; every year they add new requirements and these are difficult to locate on the sites !!!	1/2/2026 8:49 AM
727	N/a	1/2/2026 8:49 AM
728	The online licensing system, renewals, etc, is difficult to navigate	1/2/2026 8:49 AM
729	Faster response times	1/2/2026 8:47 AM
730	Too much information and increasing complexity. Difficulty finding CEU's for the extra rules like Trafficking and Diversity.	1/2/2026 8:47 AM
731	Website needs to be easier to locate info on	1/2/2026 8:46 AM
732	Web-site and answering the phone.	1/2/2026 8:44 AM

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733	Not really a fan of CE Broker - more work for me, and no benefit for me.	1/2/2026 8:44 AM
734	Friendliness of navigation of website	1/2/2026 8:44 AM
735	Easier access	1/2/2026 8:42 AM
736	Having a staff member who can help applicants navigate the rules for licensing. A more user friendly website.	1/2/2026 8:42 AM
737	Website needs improvement. Ease of navigating it.	1/2/2026 8:41 AM
738	N/A	1/2/2026 8:40 AM
739	Because the Council and their website is the portal to licensing, there should be a direct link to TACs and complete information provided about the processes with the context of TAC included.	1/2/2026 8:40 AM
740	vetting any alleged complaints against a licensee. I have a felon who I never met file a complaint against me years ago...the LPC Board seemed to support the felon, nothing else happened but soured my taste for the LPC board	1/2/2026 8:39 AM
741	I have not contacted the office this year. I wouldn't contact the office (unless I just have no other choice) because the time I did contact the office, I had a series of interactions in which the person was rude (as if they were "right/correct" , so it justified the level of rudeness). Because I was trying to complete the task, I remained focus on the goal, which allowed the employee to behave badly without question.	1/2/2026 8:38 AM
742	It would be nice to receive an updated wall renewal without paying extra when we renew our license.	1/2/2026 8:38 AM
743	Rule making that ensures quality therapists vs increasing licensed therapists.	1/2/2026 8:36 AM
744	I am pleased with the services and the approachability of the staff.	1/2/2026 8:34 AM
745	NA	1/2/2026 8:33 AM
746	Human contact and follow up for issues requiring greater specificity	1/2/2026 8:33 AM
747	Faster loading and not lagging.	1/2/2026 8:33 AM
748	The licensing fees are too high. These are low paying but much needed professions and the fees are prohibitive.	1/2/2026 8:31 AM
749	NA	1/2/2026 8:29 AM
750	Communicating rule changes	1/2/2026 8:29 AM
751	more clear website	1/2/2026 8:28 AM
752	None	1/2/2026 8:28 AM
753	none	1/2/2026 8:27 AM
754	Compliant process - from reporting, addressing file compliant, the process, etc	1/2/2026 8:27 AM
755	More time to consult at these monthly meeting	1/2/2026 8:27 AM
756	Communication efficiency.	1/2/2026 8:26 AM
757	Audits and the new system of reporting ce	1/2/2026 8:25 AM
758	No issues.	1/2/2026 8:25 AM
759	Complaints information and the process for the clinicians who are terrified and alone during a complaint situation. I had a false complaint filed against me last year and contacted the board and never reached anyone at all by phone ALL YEAR and I called for various reasons along with my supervisor. Then the email was responded to as if I were a pariah and they weren't able to give me any information and I never even heard back if it was just determined to be out of jurisdiction or false and so spent almost a year and a half completely anxious awaiting information from the board and never heard either way...	1/2/2026 8:25 AM
760	Accessibility	1/2/2026 8:24 AM

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761	I feel it is inappropriate for any member of the council to be an unlicensed professional counselor. It completely undermines the board of our peers.	1/2/2026 8:24 AM
762	Making the new rules more clear and stop making so many new rules	1/2/2026 8:24 AM
763	Accessibility	1/2/2026 8:19 AM
764	Processing times for applications, renewals, and supervision reviews remain an area for improvement, as delays can directly affect clinicians' ability to work and clients' access to care. There is also a need for clearer, more practical guidance on how rules apply to real-world clinical situations, particularly telehealth, supervision documentation, and interstate practice. Improving portal usability, expanding FAQs, and offering periodic educational webinars would significantly reduce confusion and administrative burden.	1/2/2026 8:19 AM
765	maybe a streamlined upgrade and/or renewal process	1/2/2026 8:18 AM
766	create and implement an ethics line like ACA has	1/2/2026 8:17 AM
767	None	1/2/2026 8:16 AM
768	None	1/2/2026 8:16 AM
769	explaining the renewal hrs process for CE Broker account	1/2/2026 8:15 AM
770	None	1/2/2026 8:15 AM
771	Less frequent rule updates - they happen too frequently and supervisors must always take time to screen for big changes to licensure rules to pass those along to associates - often the changes are administrative to the board and don't apply to licensees. Make this more clear and only change licensee rules a couple times a year so supervisors are not worried about changes falling through the cracks. This will also stabilize industry standards of care, documentation, etc. because some supervisors are better about keeping up with board changes than others leading to wide gaps in understanding of the current rules at any given time. Less frequent clinical standard updates (more broadly and clearly announced) will help with this.	1/2/2026 8:13 AM
772	Have a person answer phones and direct calls so there is customer assistance.	1/2/2026 8:11 AM
773	We should be a compact state. While I know this is the legislature, BHEC should be fighting for it.	1/2/2026 8:09 AM
774	I think it's important to have more female representation on the board. It's estimated that the social work profession is 18-20% male, and it appears 50% of the licensed social workers on the board are male.	1/1/2026 11:01 AM
775	none	1/1/2026 7:41 AM
776	none	12/29/2025 2:58 PM
777	Stop appointing members to the council who have hateful pasts. There is a council member currently who has voted against equal rights for all people as a political figure - this is NOT okay	12/29/2025 10:05 AM
778	Need more notice for training. Job requires 45 day notice.	12/28/2025 3:35 PM
779	100 thousand percent Communication!!, answering emails, taking phone calls, and responding to voice messages by calling back!!	12/27/2025 11:52 AM
780	invite to in person meeting at least annually	12/25/2025 10:54 AM
781	as always faster notice when our LPC-Associates get licensed	12/24/2025 1:09 PM
782	Communication and response time could be improved. It can be difficult to get clear and timely answers about licensing rules, supervision requirements, or changes in regulations.	12/23/2025 11:57 AM
783	To be a bit more clear as to what rules are changing and what is changing about them. Maybe providing some sort of written summary that we can quickly read and decide if this is something we would want to publicly comment on or not.	12/23/2025 10:30 AM
784	None at this time.	12/22/2025 12:52 PM
785	The pretend meetings are a waste of time. When presented w issues we are facing it's not their job. If intent is in fact, protecting the public, not staying updated on natl standards is	12/19/2025 10:58 PM

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	harmful	
786	Ease of use of licensing website	12/17/2025 6:16 PM
787	none	12/17/2025 1:27 PM
788	I haven't tried to attend a meeting virtually in a couple of years. It seems less than clear and user-friendly with respect to the details for how to do so in the email communications I receive.	12/17/2025 12:36 PM
789	None	12/17/2025 11:43 AM
790	I think it is hard as a licensee to easily find information when it is needed. I also do not think it is a good idea for TSBEP to be trying to create their own licensure exam. While I do not at all agree with EPPP2, I do not think we have the time or resources here to be creating some alternative. That energy would be better spent by collaborating with other stakeholders nationally to address the problems with the existing EPPP and any adoption of part 2.	12/17/2025 10:45 AM
791	Advocacy on joining the compact. We now wait 2 more years!	12/17/2025 9:12 AM
792	Overall I am satisfied. Email communication is very helpful and listening hour	12/17/2025 5:59 AM
793	Support of the licensed providers	12/16/2025 9:41 AM
794	Clear website tabs	12/15/2025 9:57 AM
795	Trauma-informed language	12/14/2025 3:58 PM
796	Communicating changes to particular licenses	12/14/2025 9:59 AM
797	None.	12/13/2025 8:36 PM
798	Texas state continuing education unit (CEU) activities	12/13/2025 12:13 PM
799	Communication of changes	12/12/2025 9:58 PM
800	I feel like they do need to do a better job training, their Frontline staff on what the actual rules are. They are really good at directing us where on the website to find information	12/11/2025 7:49 PM
801	License turnaround and communication.	12/11/2025 2:52 PM
802	customer service is very poor Bill and Lisa provided recommendations to my LPC-A that was not appropriate for the situation causing significant problems the complaint process was not timely, professional, and did not follow the standards set out by the board	12/11/2025 1:39 PM
803	ease of reaching a person, or receiving an answer when an email has been sent	12/11/2025 10:24 AM
804	Website - add info on how to identify online courses that meet the 50% rule	12/11/2025 9:32 AM
805	The ability to reach a person in the licensing department remains broken. As part of the hiring process for our private practice, we have experienced psychologists licensed in other states who are in the process of applying for a TX license. The response times from the staff is far too long and the customer service skills have not improved since 2014 when I worked with that department.	12/11/2025 9:23 AM
806	Perhaps an app?	12/11/2025 7:52 AM
807	None	12/10/2025 12:36 PM
808	The current issues and problems with the new CE monitoring system that has been mandated.	12/10/2025 12:25 PM
809	specific organizations that are providing acceptable CEUS	12/10/2025 9:48 AM
810	Never had a problem	12/9/2025 9:16 PM
811	I feel that we are having very frequent rule changes.	12/9/2025 5:00 PM
812	Communication, availability, website improvement	12/9/2025 4:12 PM
813	None.	12/9/2025 3:12 PM
814	they are great at getting back in email	12/9/2025 9:36 AM
815	Website is good - but can be difficult to navigate when I have not visited. FAQs about where to find frequent information about licensing, change of information, etc. would clear up much of	12/9/2025 8:15 AM

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	this for me at least.	
816	Clearer more straight forward summation of changes to rules - we don't have time to read through a lot of legal language to find the bottom line changes that affect our practice.	12/8/2025 11:44 PM
817	None that I can think of at the moment	12/8/2025 5:56 PM
818	When rules are updated, there should be a summary that identifies the rule that was changed and the change that was made, as well as rules that are added.	12/8/2025 3:34 PM
819	Include guidance on foreign language proficiency standards for Licensed Professional Counselors (and related practitioners such as psychologists) who advertise themselves as professional bilingual or Spanish-speaking counselors.	12/8/2025 3:17 PM
820	Appears to be working well.	12/8/2025 1:06 PM
821	Rules	12/8/2025 12:41 PM
822	overreach of rule changes. It truly appears our license is one of the most regulated. I'm frustrated with the requirement of 24 CEUs being dictated by how I fulfill them. As a supervisor, I have only 9 hours of leeway. I'm a holistic mental health provider, so I'm accessing numerous areas to provide services for my clients. I feel this is a serious overreach by the Board.	12/8/2025 12:39 PM
823	A smoother process for viewing rule changes and also more understandable for the average person if that is possible.	12/8/2025 12:35 PM
824	I like the online CEU system except that you have to pay to add up your hours. Any basic computer system can do that for free.	12/8/2025 10:56 AM
825	None	12/8/2025 10:22 AM
826	None at this time	12/8/2025 10:19 AM
827	Open meetings - little too staid. Seems little enjoyment of the role from panel	12/8/2025 7:20 AM
828	Specific information that needs more advanced knowledge or information	12/8/2025 12:51 AM
829	Listening to long time licensed clinicians about supervisors not following rules	12/8/2025 12:20 AM
830	Enhance communication and transparency by providing clearer, more consistent communication channels. The process for fully licensed, experienced counselors moving into Texas from other states should be streamlined. These professionals are critical to addressing Texas's behavioral health shortage, and the Council needs to aggressively reduce barriers and processing times for licensure by endorsement.	12/7/2025 1:37 PM
831	NA	12/7/2025 12:56 PM
832	Not sure of your scope to be able to advise	12/7/2025 12:19 PM
833	Ability to clearly answer a question and put it into writing. It often feels like the Council's answer to questions is either that they cannot answer that or that the answer is known once someone is disciplined for something.	12/6/2025 11:52 PM
834	When the new rules are released, it is exceedingly difficult to figure out what had been updated/ changed. Either providing a summary of the changes or highlighting the new revisions would be helpful. It is excessively time consuming to read the entire document and attempt to work through the new rules.	12/6/2025 6:27 PM
835	CE Broker- despite my best efforts to create an account I continue to get error messages. There is not a phone number to call for technical support.	12/6/2025 11:15 AM
836	Customer service Availability Response Information knowledge	12/6/2025 10:24 AM
837	Answering questions by phone	12/6/2025 7:55 AM
838	N/A	12/6/2025 1:02 AM
839	Communication and response times	12/5/2025 11:14 PM
840	Overregulation, for example, the CE Broker development.	12/5/2025 10:22 PM

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841	None	12/5/2025 4:31 PM
842	N/A	12/5/2025 3:03 PM
843	The number of TAC changes - seems like a lot	12/5/2025 3:03 PM
844	Responsiveness, more clearly outlined points of contact for specific needs.	12/5/2025 2:36 PM
845	n/a	12/5/2025 2:25 PM
846	Not sure	12/5/2025 2:02 PM
847	Na	12/5/2025 1:29 PM
848	Maintained advocacy to join the interstate Counseling Compact.	12/5/2025 12:49 PM
849	When there are rule/statute changes, make it clearer on what exactly changed, e.g., new rule, updated from this to that, etc	12/5/2025 12:33 PM
850	Nothing I can think of at the moment	12/5/2025 10:49 AM
851	There are so many rules and regulations, and it feels more overwhelming now that the Council exists (when I was first licensed it was just the Psychology Board), but I would say that attempts to communicate changes are made by the Council.	12/5/2025 10:48 AM
852	Talking to the applicant more regarding their application.	12/5/2025 10:18 AM
853	Offer different days and times for the meetings. Most of the meetings are during times I need to work.	12/5/2025 9:56 AM
854	Customer service - responding to license holders or applicants	12/5/2025 9:48 AM
855	I do not believe utilizing the CEU bank nor providing an alternative path to licensure are positive changes at this time.	12/5/2025 9:40 AM
856	Nothing at this time.	12/5/2025 9:38 AM
857	N/A	12/5/2025 9:07 AM
858	I don't have suggestions at this time.	12/5/2025 8:38 AM
859	None.	12/5/2025 8:33 AM
860	The Council is not very accessible on the internet or by phone.	12/4/2025 9:17 PM
861	Do not know	12/4/2025 8:06 PM
862	unsure	12/4/2025 6:46 PM
863	Improved communication. I did not know there were changes to the CEU requirements until I read them on the CE Broker site. This is unprofessional on your end.	12/4/2025 6:26 PM
864	As always, improve time to investigate and resolve complaints. Also, make information about changes resulting from meetings, and meeting contents (minutes, for example) much more easily accessible by the public. Some recent changes were good but it seems like more could be done. I would very much like to see the Council be more active in facilitating fines and prosecution of unlicensed therapists or social workers, or people acting as therapists and social workers.	12/4/2025 5:32 PM
865	n/a	12/4/2025 5:31 PM
866	NA	12/4/2025 5:31 PM
867	Mail out sell copies of license Renewal	12/4/2025 5:18 PM
868	timely responses via email	12/4/2025 5:00 PM
869	The licensing process is very opaque and obscure. Having a more robust system to allow applicants to track the process and create accounts as they prepare to apply, instead of only when they are applying would be really helpful and cut down on need to contact.	12/4/2025 4:45 PM
870	The board members who are on site/in person for meetings are very difficult to see and sometimes to hear. Is there any way to make the group image bigger than the individual images	12/4/2025 4:11 PM

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of the members who are attending virtually?

871	From the standpoint of a Supervisor, it seems they might collaborate better with Master's level programs to urge them to better inform students what will be required of them to fulfill licensure requirements as Associates to become fully licensed.	12/4/2025 3:59 PM
872	Customer services - license type specialists are needed. Enough people to answer the phone and emails with clear direction not politically correct avoidant answers!	12/4/2025 3:47 PM
873	none at this time	12/4/2025 3:09 PM
874	Dropping negative complaints after 10 years.	12/4/2025 3:08 PM
875	The staff is less than friendly.	12/4/2025 2:59 PM
876	Customer service; communication has been unhelpful or gave the impression assistance was grudgingly given. (Phone communication)	12/4/2025 2:56 PM
877	The complaints process could be more timely, as well as more communication to update status of complaints filed.	12/4/2025 2:35 PM
878	Getting to someone when there is a unique question to be asked.	12/4/2025 2:25 PM
879	defending therapist to the state and insurances	12/4/2025 2:08 PM
880	n/a	12/4/2025 1:49 PM
881	make it clearer in renewal notices when an audit is and isn't required	12/4/2025 1:39 PM
882	Screening supervisors.	12/4/2025 1:33 PM
883	none	12/4/2025 1:30 PM
884	"quick link" or most requested information in one place on website for ease of searching	12/4/2025 1:10 PM
885	NA	12/4/2025 11:59 AM
886	Communication on changes to licensing. Rules etc	12/4/2025 11:51 AM
887	NA	12/4/2025 11:32 AM
888	N/A	12/4/2025 11:24 AM
889	Feel like a big bureaucracy. A little better than the typical government institution	12/4/2025 11:03 AM
890	None that I know of	12/4/2025 11:00 AM
891	Complaint resolution? A more streamlined website?	12/4/2025 10:46 AM
892	Perhaps more bullet points or checklists rather than full, paragraph style descriptions	12/4/2025 10:43 AM
893	Office Access	12/4/2025 10:36 AM
894	Speed of processing and resolving complaints	12/4/2025 10:26 AM
895	Providing written confirmation of license renewal, as was done in the past. License fees have increased while services have decreased. during telephone contact with representatives information provided as often hedged so it is unclear if you can site that interaction as a source of information.	12/4/2025 10:03 AM
896	Ux design on the website	12/4/2025 9:46 AM
897	Education opportunities	12/4/2025 9:23 AM
898	NONE	12/4/2025 9:17 AM
899	No input on this.	12/4/2025 8:53 AM
900	timeliness	12/4/2025 8:49 AM
901	More clarity regarding requirements for renewing licenses, i.e. CE requirements, fees, deadlines,	12/4/2025 8:38 AM
902	Reduction of word count in email communications and website. Concise is helpful.	12/4/2025 8:30 AM

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903	The process to recertify. It is very complex at this time. Timelier responses on whether a submitted training is acceptable.	12/4/2025 8:14 AM
904	information about how to receive an answer to an unusual situation that a supervisor might experience	12/4/2025 8:06 AM
905	The new CEU process feels very cumbersome	12/4/2025 7:36 AM
906	the responsiveness to specific profession concerns is lacking as all tend to be treated the same	12/4/2025 7:36 AM
907	Timely response to complaints	12/4/2025 7:28 AM
908	Website more user friendly for those with less technical skills	12/4/2025 7:07 AM
909	It feels like we are constantly having new rules and it's overwhelming and has become an unnecessary over supervision	12/4/2025 6:10 AM
910	Need more information about ce broker and the ceus that are covered under that program	12/4/2025 5:41 AM
911	Navigation of website	12/4/2025 4:01 AM
912	Navigating the data base	12/4/2025 1:23 AM
913	n/a	12/3/2025 11:09 PM
914	So far, I am very satisfied with how services have been. No improvements I can think of at the moment.	12/3/2025 10:55 PM
915	Ask the legislature to dissolve the Council and go back to the individual Boards alone.	12/3/2025 10:55 PM
916	Less wait time	12/3/2025 10:51 PM
917	...but it's difficult to wade through.	12/3/2025 9:48 PM
918	Can't think of anything.	12/3/2025 9:36 PM
919	Bullet point the most important information instead of lengthy paragraphs regarding changes, modifications, additions, and deletions of rules and regulations	12/3/2025 9:27 PM
920	During graduate school, I had to attempt to email and call for clarification of requirements. No response by telephone and the email response was a copy and paste from the rulebook with no attempt to clarify what I was misunderstanding.	12/3/2025 9:23 PM
921	I don't think there are enough staff to do their jobs, and that's why it's hard to get in touch with people. I don't blame anyone specifically. I also think that this CE Broker roll out is a mess, and there's no way to get help for it. The people actually at CE Broker are not very helpful and take forever to get in touch. Then when they say they're working on fixing something, I just never hear back.	12/3/2025 8:45 PM
922	None at this time	12/3/2025 8:26 PM
923	N:/a	12/3/2025 7:50 PM
924	N/A I know it's probably a challenging job/position. Grateful for the work yall do.	12/3/2025 7:38 PM
925	Helping clinicians navigate AI and the myriad ways it's impacting our businesses as well as ethics and client confidentiality issues.	12/3/2025 7:32 PM
926	I have no idea.	12/3/2025 7:23 PM
927	When rules change and we are notified by email- please simply state the rule change vs having users click on multiple levels. Emails from the past before bhec were simple and straight forward- subject line identified rule change regarding xyz- and then the email simply stated the new rule for LPC etc.	12/3/2025 7:17 PM
928	Customer service, responsiveness, advocating for multi state licensure compact	12/3/2025 7:13 PM
929	More clarity and transparency in communication. I understand that the code does have to be written in legal terms, but it would really help to have more information in straightforward language.	12/3/2025 7:12 PM
930	None at this time	12/3/2025 7:04 PM

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931	Sometimes it's just hard to get specific questions answered because the office staff aren't as familiar with rules and applications details as the board members. That is somewhat to be expected, though. Overall, they do a good job.	12/3/2025 7:03 PM
932	Updates - the way in which updates are communicated is cumbersome and deters review which in turn can be problematic if updates are not understood in a timely manner.	12/3/2025 6:59 PM
933	clarity around rules and regulations; there is much left to interpretation. I also think there is significant overlap between licenses (i.e., what can be done by each license), sometimes I wonder why I am a psychologist because an LPC and LPA can do the same.	12/3/2025 6:54 PM
934	none at this time	12/3/2025 6:45 PM
935	Responding to individual questions or inquiries. For example, I sent called and sent an email earlier this year and still have not been responded to.	12/3/2025 6:00 PM
936	Better communication regarding the Counseling Compact.	12/3/2025 5:51 PM
937	advocacy for licensing integrity in this political climate	12/3/2025 5:47 PM
938	Timeliness on processing licenses and upgrades seems to vary widely. I'm not sure why, but perhaps there is a more streamlined way to manage these tasks.	12/3/2025 5:32 PM
939	Just to continue to simplify the process, and to address how supervision is seen as a request stream. That area needs more oversight.	12/3/2025 5:29 PM
940	Communication: you send emails about updates/changes, but the emails don't address the updates/changes. When I go to the site to look for them, I cannot find them.	12/3/2025 5:15 PM
941	communication; answering questions and responding when emailed.	12/3/2025 5:13 PM
942	Ease of searching through existing statutes and rules	12/3/2025 5:10 PM
943	Clear and simplified communication on changes, rule updates, etc	12/3/2025 5:09 PM
944	Update on Psychedelic assisted psychotherapy.	12/3/2025 4:50 PM
945	Streamlining CEUs not making it harder to complete requirements.	12/3/2025 4:44 PM
946	Not sure	12/3/2025 4:41 PM
947	Update the userface	12/3/2025 4:36 PM
948	None.	12/3/2025 4:30 PM
949	complaint process. 2 years is a ridiculous amount of time to be concerned about a complaint filed. I received NO updates and had to email multiple times asking for the status.	12/3/2025 4:27 PM
950	None at this time.	12/3/2025 4:25 PM
951	Remind us of new CEU process. "new ceu for dummies"!	12/3/2025 4:16 PM
952	not using 3rd party brokerage to "store" CEU's - if an audit is required then that information is between the council and the provider. recent listening hour provider's concerns dismissed which indicates something else may be going on	12/3/2025 4:11 PM
953	The current political climate is in direct conflict to my professional value and ethics. I would like the Council to push back more on leaders like Trump/ Greg Abbott who think that he knows more about my job and it's requirements than I do. How do we serve our clients, in diverse areas, without keeping up with diversity? Those men are completely bananas.	12/3/2025 4:05 PM
954	Can't see any to change	12/3/2025 4:03 PM
955	I would love to see you guys care about diversity again! I also don't love the new CEU system- the fact that we HAVE to use it is ridiculous. And if you want us to use a specific system, pick a better one or have one on the BHEC website like other state boards do.	12/3/2025 3:52 PM
956	I am so used to paper or card licenses to display in office or have readily available. We were required to have them when I worked in another state but I am fine with the ease of giving my number to a client to check credentials.	12/3/2025 3:42 PM
957	I have not been dissatisfied with any of the services.	12/3/2025 3:37 PM

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958	I did not see where I was told how long this survey would take.	12/3/2025 3:30 PM
959	The open meetings-for the first few meetings that I attended, they were very productive and helpful. Allowing open access for members of our state to bring issues to you without an agenda is a madhouse. I honestly stopped attending because it wasn't helpful. If you guys came up with an agenda and stuck to that agenda, allowing questions that were specifically addressed by the agenda that would be more productive use of our time and yours.	12/3/2025 3:25 PM
960	none	12/3/2025 2:57 PM
961	Clarify the value the function of the council provides us	12/3/2025 2:49 PM
962	None	12/3/2025 2:31 PM
963	A lot for those that are not from that state.	12/3/2025 2:25 PM
964	determining the needs of therapists; advocating for the counseling compact	12/3/2025 2:24 PM
965	Not sure	12/3/2025 2:24 PM
966	More staff, centralized documents/documents all in one place	12/3/2025 2:22 PM
967	I paid \$10 for a print out of my license, never received it, called, was told they would take care of it and didn't.	12/3/2025 2:12 PM
968	None that I am aware of	12/3/2025 2:07 PM
969	Improvement in providing clearer access and direction to the different services. Maybe linking all of them together. (Ex: CE broker and Board Site should have hyperlinks to each other). Offer an APP for download. To include ease and time of submitting or uploading docs. Also would be helpful if included a chat with live person option.	12/3/2025 1:46 PM
970	NA	12/3/2025 1:41 PM
971	centralized page for online licensing and ceu tracking. It seems odd that we are FORCED to use a ceu tracking system that is separate from the board AND charges money. It causes me to wonder if there's personal gain or incentive for the board to require such compliance.	12/3/2025 1:41 PM
972	I feel that the current services offered are adequate.	12/3/2025 1:29 PM
973	None	12/3/2025 1:20 PM
974	None at this time	12/3/2025 1:12 PM
975	Un retiring license	12/3/2025 1:11 PM
976	I think we should be given more latitude as to where to obtain our CEU hours.	12/3/2025 1:00 PM
977	Unsure	12/3/2025 12:57 PM
978	Clarity on who to contact	12/3/2025 12:53 PM
979	? not sure	12/3/2025 12:51 PM
980	I've heard from others that resolving complaints against a licensee can take a lot of time. Granted I do not know enough complaint cases to verify this. But, I hope the council does all it can to address complaints justly and fairly.	12/3/2025 12:47 PM
981	Website user interface could be improved, and the ease of access to information for brand new counselors. It can tend to feel like you have to have been "around" for a while to know what's going on and where to look	12/3/2025 12:46 PM
982	increased communications, and clearer to understand rule updates and changes, without having to compare to find changes	12/3/2025 12:44 PM
983	Nonr	12/3/2025 12:41 PM
984	Website needs to be more user friendly.	12/3/2025 12:40 PM
985	None noted at this time.	12/3/2025 12:39 PM
986	not sure	12/3/2025 12:38 PM

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987	Have user friendly emails, with less legalese and more user friendly content. Most of us are not attorneys, we just want plain summaries.	12/3/2025 12:36 PM
988	Knowing where Associates are on hours if you change supervisors to know what's submitted could be improved.	12/3/2025 12:32 PM
989	being more proactive in Texas joining the Interstate Compact	12/3/2025 12:26 PM
990	Making your site more searchable.	12/3/2025 12:26 PM
991	I feel like the council is fear based and needs to work on helping the people with licenses versus seeing us as a potential enemy.	12/3/2025 12:21 PM
992	a visual graphic on the steps to take for licensing and other processes and each graphic/image with a link on FAQ and forms and who to contact	12/3/2025 12:19 PM
993	Plain language and make shorter descriptions of changes.	12/3/2025 12:15 PM
994	Presently can't think of anything	12/3/2025 12:13 PM
995	I have no complaints.	12/3/2025 12:08 PM
996	Possibly explaining things better.	12/3/2025 12:06 PM
997	Communication and organization.	12/3/2025 12:02 PM
998	As someone who is licensed in other states, Texas has the worst communication with its licensees. Emails meant to notify us of new rules merely point to a link to the actual law that was passed. All other states provide helpful summaries that tell us what we need to know, in clear and concise language. The customer service for licensees in Texas is a joke. We need more people who can help us and who have the time to serve our needs.	12/3/2025 12:00 PM
999	Info on AP supervision CEU requirements	12/3/2025 11:54 AM
1000	Keeping our costs down. CEU's are costing more and more. Between cost and time taken from working, it's a big hit these days.	12/3/2025 11:51 AM
1001	More frequent opportunities for the lunch time talks with leadership. *****Also can you slow down rule changes there have been so many, it's hard to keep up!	12/3/2025 11:40 AM
1002	Nothing at this time.	12/3/2025 11:39 AM
1003	Advocating for professionals and career sustainability	12/3/2025 11:36 AM
1004	More intuitive to navigate website, less wait times on phone.	12/3/2025 11:34 AM
1005	Increase in efforts to increase state to state license reciprocity	12/3/2025 11:31 AM
1006	Expert Panel for call information	12/3/2025 11:31 AM
1007	Access	12/3/2025 11:28 AM
1008	1) so annoying to get emails saying something is proposed, changed etc but not saying what it is. You have to try to click around to find out WHAT's up. I rarely bother. If we need to know, tell us upfront in first email. 2) Not scold customers for not knowing this rule or that during recent Brokers calls. I've listened to both so far & am disappointed when "you should already know about this" is said. Yeah, so maybe if you made it easier to KNOW rules, changes (see #1 above); regardless, use "psychology" to encourage/support versus treating like children.	12/3/2025 11:28 AM
1009	Advocacy	12/3/2025 11:22 AM
1010	Automatic notification of license approvals.	12/3/2025 11:22 AM
1011	How changes in laws in Texas affect us at counselors, etc.	12/3/2025 11:17 AM
1012	I can't think of anything	12/3/2025 11:15 AM
1013	Protecting the doctoral standard for psychology.	12/3/2025 11:14 AM
1014	The answering service needs more detailed information on CEU requirements and licensing renewal steps. Clearer guidance in these areas would reduce confusion for licensees.	12/3/2025 11:11 AM
1015	My experience with Contact us has been both positive and negative. While I have received a	12/3/2025 11:09 AM

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reply within 24 hours, I have also experienced no reply. In addition, sometimes different answers regarding the same question or situation.

1016	Timeliness of approving applications, and including information in regards to how long something will take	12/3/2025 11:08 AM
1017	Rather than attach updates and information directly from the bill or rules, it would be more useful if it was the updates would be easier to read a summary provided.	12/3/2025 11:06 AM
1018	Lessen wait time when calling Return calls if messages are left.	12/3/2025 11:05 AM
1019	Ease of contacting and speaking to someone.	12/3/2025 11:02 AM
1020	Unsure	12/3/2025 11:01 AM
1021	It is difficult to navigate the website to find CE requirements and licensure requirements (LCSW has been my experience). I would appreciate some kind of grid/matrix that will show all of these important details.	12/3/2025 10:58 AM
1022	It's very difficult to get nuanced answers on some of the tougher questions about how to navigate clinical practice. For example, whether or not an associate is allowed to be paid by 1099 versus a W-2.. I feel like the board side steps things that they really need to help us understand and answer Sometimes. I also wish the board would answer questions more directly rather than just referring back to the rule that we have to figure out ourselves. .	12/3/2025 10:57 AM
1023	It would be helpful to more clearly explain things. Not everyone reads the emails. I've heard a lot about license renewal requirements changing from word of mouth.	12/3/2025 10:56 AM
1024	They have the worst attitudes toward customers. When I have called on the phone, the staff is almost always rude, short, and grouchy with any questions asked. It causes me anxiety any time I realize that I have to call with a question.	12/3/2025 10:56 AM
1025	Making website more user friendly.	12/3/2025 10:55 AM
1026	Almost impossible to get someone on the phone and then many times cannot answer the question being asked.	12/3/2025 10:54 AM
1027	I don't have any concerns at this time.	12/3/2025 10:52 AM
1028	Communication from legal to reviewers. I don't feel comfortable going into detail about what happened with a case from last fall in this format, but I'd be happy to share my experience with someone in charge.	12/3/2025 10:48 AM
1029	Email communication be more user friendly. We	12/3/2025 10:47 AM
1030	Jurisprudence exam is difficult to update	12/3/2025 10:46 AM
1031	communication - human access for help, less of a "you're bothering me and you can find that on the website" attitude. It is often not easy to find information on the website	12/3/2025 10:40 AM
1032	Providing guideline/rulebook reminders of tips and helpful advice related to items most frequently violated. I think the Council could be proactive in helping us be informed and follow rules that are commonly violated. Be a more useful/helpful site that people want to interact with or consume. Maybe even highlight certain CEU offerings each month - I noticed there has been a lot of confusion about what qualifies - help us in this area! Be proactive in your support of us clinicians!!!! We are busy and drained, this HELPS.	12/3/2025 10:39 AM
1033	None	12/3/2025 10:37 AM
1034	I have been exposed to the customer service and so far it has been a good experience.	12/3/2025 10:33 AM
1035	At this moment cannot think of any.	12/3/2025 10:27 AM
1036	Overall, I feel the Council is doing an excellent job in supporting licensees. The only area I believe could be strengthened is the availability of resources for continuing education. Expanding access to CEU courses and approved providers would be very beneficial, as it would help social workers more easily meet requirements while also broadening opportunities for professional growth. Additional guidance on affordable or accessible CEU options would further enhance the Council's already strong support services.	12/3/2025 10:25 AM
1037	more consistent communication when there is an issue with an applicant's paperwork. I have	12/3/2025 10:24 AM

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	had LPC Associates who had to reach out to find out something was wrong rather than being notified	
1038	There is so much info on the website, it can feel overwhelming.	12/3/2025 10:24 AM
1039	An investigation and resolution of complaints shouldn't be lingering for years. For both complainants and counselors, decisions should be comprehensive but also expedient	12/3/2025 10:22 AM
1040	Functional actions on the website	12/3/2025 10:19 AM
1041	The continuing education website is cumbersome.	12/3/2025 10:17 AM
1042	Following up on licenses that lapse. Communication about renewals is sparse, and follow-ups would help clinicians who are very busy. DON'T ASSUME THAT A LAPSED LICENSE IS WHAT THE CLINICIAN INTENDS!!!!!!	12/3/2025 10:17 AM
1043	Improved support of supervisors and limitation of liability and responses to open comments.	12/3/2025 10:17 AM
1044	Sending people to follow the ethics as well as the law	12/3/2025 10:16 AM
1045	none	12/3/2025 10:15 AM
1046	Communication of specific rule changes.	12/3/2025 10:15 AM
1047	Easier access to certain things online.	12/3/2025 10:14 AM
1048	Clear communication and rules as many can be left for interpretation (ie CEs)	12/3/2025 10:13 AM
1049	Feedback on complaints and the process	12/3/2025 10:10 AM
1050	Representing its members	12/3/2025 10:09 AM
1051	I think it would be beneficial if the staff you hire are MSWs or individuals who have a strong understanding of the social work profession.	12/3/2025 10:07 AM
1052	I think the council does a good job of balancing the diverse opinions of practitioners in the field. I think that they need to be continually vigilant to ensure that complaints and questions of practice do not merely constitute a difference of clinician opinion.	12/3/2025 10:07 AM
1053	When I renewed my license I tried to contact the licensing department but never was able to reach anyone after numerous attempts.	12/3/2025 10:04 AM
1054	I am happy with all functions. I hear others complain about timeliness of getting a license or upgrade, but I have not experienced any delays and all has been very timely.	12/3/2025 10:03 AM
1055	Support of supervisors	12/3/2025 10:03 AM
1056	Associates have shared that it would be nice to see hours logs from different or prior supervisors to track progress.	12/3/2025 10:01 AM
1057	Communication	12/3/2025 10:00 AM
1058	None	12/3/2025 9:59 AM
1059	Clarifying the impact of new rules--using language that is accessible so you don't need to be a lawyer to understand what it means.	12/3/2025 9:59 AM
1060	Ability and time to speak to someone, updated website, more updating license info on website, easier access to CE's	12/3/2025 9:58 AM
1061	Communication when Psypact will be available.	12/3/2025 9:57 AM
1062	I liked the State Board for Professional Counselors, but I can understand why they consolidated provider services. (Nothing, really.) Thank you.	12/3/2025 9:57 AM
1063	The website is quite old and in areas poorly formatted, it can be very difficult and confusing to navigate.	12/3/2025 9:54 AM
1064	License renewal	12/3/2025 9:52 AM
1065	Faster email or phone service.	12/3/2025 9:52 AM
1066	No opinion	12/3/2025 9:52 AM

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1067	support services including more live staff to answer questions in real time	12/3/2025 9:52 AM
1068	Would like to attend in person workshops. Would like info on in person workshops in Texas	12/3/2025 9:51 AM
1069	When New applicants are assigned to a processor and this processor takes a leave of absence, the candidates should be reassigned immediately to another application processor so the applicant is not waiting 6 weeks to find out his application is "sitting on someone's desk." New LPC-As have to get started asap after graduation to Pauly back loans and secure employment.	12/3/2025 9:51 AM
1070	Really wish there was a version of the rules and ethics that was easier to read and understand as opposed to the quotations from state statutes and law.	12/3/2025 9:50 AM
1071	The complaint resolution process is dangerously long. There are providers, who have been reported to the Board, that have caused tremendous harm (i.e., sexual exploitation, dual relationships, financial exploitation, etc). In one case that I reported, the clinician continued to practice for almost 3 years, after sexually exploiting a very vulnerable client, before it was resolved. There is another case that remains unresolved with no updates. In this time, these clinicians still have access to vulnerable persons who they can harm. I understand the process takes time, and harm is being caused in real time.	12/3/2025 9:50 AM
1072	Being open to compact licensing	12/3/2025 9:48 AM
1073	Allowing licenses to service multiple states.	12/3/2025 9:48 AM
1074	Being able to talk to a live person regarding technical questions and licensure clarification.	12/3/2025 9:45 AM
1075	Opportunities to meet board members.	12/3/2025 9:42 AM
1076	Responsiveness	12/3/2025 9:40 AM
1077	Don't hyper- specify continuing education topics	12/3/2025 9:40 AM
1078	Have not experienced any recent issues. In the past (over 5 years ago) issues with calls not being responded, mail not being sent or received from me, and disorganization.	12/3/2025 9:38 AM
1079	Website	12/3/2025 9:37 AM
1080	Make the website easier to navigate...maybe make an app to make licensing/credentialing more accessible so that you can pull up your information right away or upload trainings right away. Consider putting pdf formats of licenses to either view or print	12/3/2025 9:37 AM
1081	offer an ethics hotline; consistency about costs of licenses	12/3/2025 9:37 AM
1082	Truly helpful and prompt telephone or chat help with an actual person.	12/3/2025 9:36 AM
1083	It is still a little difficult to find things quickly in all of the board rules.	12/3/2025 9:35 AM
1084	Make the actual paper license more visually appealing like watermarks or gold markers dedicated to Texas. Other states have beautiful license placards ours just simply look like a piece of paper.	12/3/2025 9:35 AM
1085	Timely response.	12/3/2025 9:34 AM
1086	Providing an easier way to see a checklist of items processed or needed towards licensure.	12/3/2025 9:33 AM
1087	Information on how to transfer CE, obtain out of normal data, answer timely concerns	12/3/2025 9:33 AM
1088	It has likely come to the Executive Council's attention that the implementation of the CE Broker, Propelus, has created significant stress and frustration for many psychologists. For example, when I created my Propelus account and attempted to enter a few CE courses, I found the process difficult, time-consuming, and confusing. It took several attempts to successfully establish my account. In addition, the requirement to classify each CE unit as a workshop, seminar, lecture, or conference created further difficulty. These categories are not listed on CE certificates, and in my effort to comply with the Council's requirements, I contacted a few of the professionals and agencies who provided the CE for clarification. None were able to determine the correct category for specific CE activities. This left me feeling that I would have to make an "educated guess" to provide the information required by Propelus and the Council. It seems unfair to expect psychologists to supply "required information" that even the APA-approved providers of these trainings cannot identify. I am committed to fulfilling all professional responsibilities and providing the required information to the Council. However, the	12/3/2025 9:31 AM

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current design of this CE Broker places an undue burden on psychologists—either requiring several hours to manually input CE information or prompting users to pay a substantial fee for the concierge service. This structure effectively shifts the burden onto psychologists, whether through time or financial cost. I am dissatisfied with the decision to use this particular vendor. The platform appears to be structured in a way that incentivizes payment for its concierge service due to the inefficiency of the no-cost option. This results in a sub-par user experience and creates unnecessary barriers to completing a required professional task. I have learned that some psychologists have contacted the Council about this concern and were told to discuss their complaints with Propels. I am disappointed in the lack of action on the part of the Council to work advocate for professionals on a platform they opted to use as a requirement for renewing licensure.

1089	quit making new rules and regulations to justify your existence	12/3/2025 9:29 AM
1090	At this time, functions and services are being conducted satisfactorily	12/3/2025 9:29 AM
1091	Write DO NOT FOLD on outside of mailing envelopes for paper license that will be framed and displayed	12/3/2025 9:27 AM
1092	Strip licensing psychologists who are unqualified elsewhere, stop fighting EPPP, stop lowering psychologist licensing standards	12/3/2025 9:26 AM
1093	Being able to speak with a person when calling.	12/3/2025 9:26 AM
1094	Feels like too many unnecessary rule changes/adjustments	12/3/2025 9:25 AM
1095	NA	12/3/2025 9:25 AM
1096	gutting cultural humility requirements harms clients and therapists. The rules need to be accessible for those with disability. This is protected under the ada	12/3/2025 9:23 AM
1097	Associates often ask me about the information they need. I'm not sure if it's the associates not taking the time to search or if they are not able to find what they need.	12/3/2025 9:22 AM
1098	More open forums for Q and A Or live chat for questions could be helpful. Not checking on licensing status or anything like that but quick help that can be provided live Chat and a real person not a bot.	12/3/2025 9:21 AM
1099	the ce monitoring system	12/3/2025 9:19 AM
1100	Timeliness of responses	12/3/2025 9:18 AM
1101	quicker times to speak to someone on the phone	12/3/2025 9:18 AM
1102	One portal location for forms, CEs	12/3/2025 9:18 AM
1103	None identified at this time.	12/3/2025 9:16 AM
1104	none	12/3/2025 9:14 AM
1105	Access to rules and policies with better links to those that apply to our particular professional license	12/3/2025 9:14 AM
1106	Role specific lunch-and-learns monthly or quarterly	12/3/2025 9:14 AM
1107	Instead of letting us know when new code is being enacted, it would be great to get a warning (e.g., the updates that went into effect in November impacted how we do documentation, but we had to scramble- would help to know well in advance).	12/3/2025 9:12 AM
1108	Websites are still not super user friendly.	12/3/2025 9:09 AM
1109	Nothing at this time	12/3/2025 9:09 AM
1110	Web site.	12/3/2025 9:07 AM
1111	Website clarity to locate services.	12/3/2025 9:07 AM
1112	Actually Answering the phone	12/3/2025 9:05 AM
1113	n/a	12/3/2025 9:05 AM
1114	communicating reasoning behind changes to rules	12/3/2025 9:03 AM

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1115	n/a	12/3/2025 9:02 AM
1116	new ceu reporting requirement is cumbersome and confusing. Also expensive to take classes through the new site. PLEASE get Texas into the counselor compact.	12/3/2025 9:02 AM
1117	None	12/3/2025 9:01 AM
1118	Aligning information on the website and ease of accessing information.	12/3/2025 9:01 AM
1119	Get Texas into the national compact. And, reduce number of supervision hours for part time LPC-A's.	12/3/2025 8:59 AM
1120	Follow up after a duty to report	12/3/2025 8:59 AM
1121	None	12/3/2025 8:56 AM
1122	Clearer help for military spouses - perhaps a specific contact person; online directions can be vague and confusing.	12/3/2025 8:55 AM
1123	None	12/3/2025 8:54 AM
1124	Accessibility	12/3/2025 8:53 AM
1125	Complaint process Failure to gather relevant information for complaints, primarily in child custody cases that involve unethical and criminal actions by state license holders. Furthermore, bringing forth caselaw, either from criminal/civil courts or SOAH, that will substantially affect the implications of unethical or criminal actions by state license holders.	12/3/2025 8:52 AM
1126	Assisting with the continuing education process. The new system of how we determine who's qualified to give it to us and also delivered it to us and also how do we track it and put it in the new system it's very confusing.	12/3/2025 8:51 AM
1127	Ease of accessing info on website, the updated rulebook needs to come out/be available faster when changes are made.	12/3/2025 8:51 AM
1128	Still wish you sent out paper licenses.	12/3/2025 8:50 AM
1129	None at this time.	12/3/2025 8:49 AM
1130	I believe the council needs to get rid of the requirement for CEU tracking and move this to the licensing portal.	12/3/2025 8:48 AM
1131	Quicker response time- I have been unable to get my license associated with my online account for renewal. I haven't heard back and it's been 2 business days.	12/3/2025 8:46 AM
1132	Application/document submission tracker	12/3/2025 8:46 AM
1133	Communicating rule changes directly in the emails sent while also providing the direct links.	12/3/2025 8:42 AM
1134	Be more responsive to questions from professionals in the field. The very important questions I needed answered by your representative were never responded to despite an email and follow up, and leaving phone messages.	12/3/2025 8:41 AM
1135	The new CEU totaling feature has some glitches on how it calculates the total	12/3/2025 8:41 AM
1136	Streamline the site with separate links devoted to each licensure and its pertinent info. instead of having to go back and forth between the home page and license page to get necessary info. Include a separate link identifying any changes to rules or requirements. There are too many changes to track through all the emails.	12/3/2025 8:41 AM
1137	None at this time	12/3/2025 8:39 AM
1138	The website is helpful, but not aesthetically pleasing.....	12/3/2025 8:39 AM
1139	responding to communications sent or answering the phone.	12/3/2025 8:39 AM
1140	Making documentation easier to find.	12/3/2025 8:39 AM
1141	NA	12/3/2025 8:39 AM
1142	NA	12/3/2025 8:39 AM
1143	Stop Homogenizing the various professions under its scope.	12/3/2025 8:38 AM

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1144	Information isn't always disseminated clearly. Sometimes, you get different answers if you look different places. I have gotten more updates about changes in policy related to my license from various counseling associations than I have from the board.	12/3/2025 8:38 AM
1145	An easier to navigate website	12/3/2025 8:37 AM
1146	Not sure.	12/3/2025 8:37 AM
1147	Not familiar with any needed changes at this time	12/3/2025 8:36 AM
1148	none at this time	12/3/2025 8:35 AM
1149	None	12/3/2025 8:35 AM
1150	Outlining the rules and openness for change	12/3/2025 8:35 AM
1151	none that I can see	12/3/2025 8:33 AM
1152	Why outsource educational requirements to a third party which is pay to play? Disagree with this decision	12/3/2025 8:33 AM
1153	complaints, it took 6years for them to resolve a complaint a person had for me	12/3/2025 8:33 AM
1154	Don't require us to use a specific CEU provider, as long as the CEUs qualify. The CEU tracking mandate is ridiculous and offensive.	12/3/2025 8:33 AM
1155	N/A.	12/3/2025 8:33 AM
1156	Publishing complaints against licensees, making the license for psychologists more robust	12/3/2025 8:32 AM
1157	The customer services via phone needs to be improved. The general presence, tone, and approach of the customer service representatives is not helpful for those seeking additional support.	12/3/2025 8:32 AM
1158	None	12/3/2025 8:32 AM
1159	See previous responses	12/3/2025 8:32 AM
1160	I'm not sure I have a lot of feedback other than some complaints continue to take a long time to settle.	12/3/2025 8:32 AM
1161	None	12/3/2025 8:31 AM
1162	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
1163	Increasing more social justice work	12/3/2025 8:30 AM
1164	Phone and email interactions. It seems extremely difficult to contact someone.	12/3/2025 8:29 AM
1165	I do feel that there should be some streamlining of rules with HIPAA regarding mental health and medical. Medical is able to advertise in ways mental health professionals are prohibited.	12/3/2025 8:28 AM
1166	Understand the need of the New Residents who are therapist in Texas	12/3/2025 8:28 AM
1167	I dont know who is on the council, how to contact them, how to participate in meetings, etc.	12/3/2025 8:26 AM
1168	None	12/3/2025 8:26 AM
1169	The CE renewal process feels confusing. CE Broker requires payment to accurately track hours - they gatekeep information unless you pay a fee. For example, I know that I am several hours short, however, I have to manually keep track seperately of my hours to know which areas (ethics, etc.) that I am lacking. It makes me (and my collagues who I have discussed this with) wonder - who is making money off of this? It feels shady.	12/3/2025 8:26 AM
1170	Responding in timely manner when their are issues related to recent graduates applications for licensure.	12/3/2025 8:26 AM
1171	I mean, you feel a little beauocratic, with dense regular emails. Writing briefer emails and bullet pointing (not just hyperlinking) highlights in the text (about rule updates) would mean A LOT more people read the rule updates. Also, is leadership LCSWs, or political appointees? I would prefer LCSW leadership.	12/3/2025 8:26 AM
1172	Accuracy of information on website, accuracy of information from employees, quicker	12/3/2025 8:26 AM

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response times, consultation with an IO psychologist on how to make the website more user friendly, review the jurisprudence exam and update for current laws and statutes

1173	NA	12/3/2025 8:24 AM
1174	NA	12/3/2025 8:24 AM
1175	support for mental health professionals	12/3/2025 8:24 AM
1176	Notice of changes	12/3/2025 8:24 AM
1177	Communication	12/3/2025 8:24 AM
1178	Relationships with licensees	12/3/2025 8:23 AM
1179	Na	12/3/2025 8:23 AM
1180	It would be helpful if information sent out about rule changes could be put into everyday language instead of sending us the lawyer speak.	12/3/2025 8:22 AM
1181	Website clarity, functionality, and user friendliness!	12/3/2025 8:22 AM
1182	It is common for my staff to get different answers depending on who they talk to when they call. We need better ability to add to agenda and ask questions at meetings.	12/3/2025 8:21 AM
1183	The website can always improve. Summary of rule changes still require too much digging through the statutes.	12/3/2025 8:21 AM
1184	maneuverability on website	12/3/2025 8:19 AM
1185	N/a	12/3/2025 8:18 AM
1186	Removing woke junk from CEU trainings, if ya'll want to hammer "racism" and other issues, then there must be accountability for Black racists and unaccountable Liberals too. It's awfully one-sided at the moment.	12/3/2025 8:18 AM
1187	The website really is two websites - the newer version, and the old version that the new one links over to when you renew. They still post different information, such as the classes required for supervisors. The new website states that there is no time limit on the classes, whereas the old website (when you submit for your LPC-S license) still states there is a time limit on the supervision classes. The two versions should at least match, but preferably get rid of the old one entirely. Additionally, we get posts that remind us of rule changes, but honestly knowing what the old rule was and how it has been changed is buried in a flood of information, with minimal explanation as to what was changed. I definitely need to know when rules change, but I don't have time to sift through pages of law and redactions. I just need to know what was changed.	12/3/2025 8:18 AM
1188	Not sure, I am a new and haven't needed much assistance from the council.	12/3/2025 8:18 AM
1189	The rules change too often. It is difficult to keep up with them.	12/3/2025 8:18 AM
1190	None	12/3/2025 8:16 AM
1191	More modern website with clearer links.	12/3/2025 8:16 AM
1192	Webinars/videos for more helpful information for postdocs/recent graduates to learn the licensing process.	12/3/2025 8:16 AM
1193	None at this time	12/3/2025 8:15 AM
1194	The new CE procedure is too expensive and too laborious!	12/3/2025 8:14 AM
1195	community - facebook, instagram "connection."	12/3/2025 8:14 AM
1196	Not sure at this time	12/3/2025 8:12 AM
1197	Please prioritize the compact license for social work	12/3/2025 8:12 AM
1198	Site navigation	12/3/2025 8:10 AM
1199	Distilled information more of the time.	12/3/2025 8:10 AM