

Q25 What are your most important needs or expectations of the Council?

Answered: 1,129 Skipped: 1,931

#	RESPONSES	DATE
1	Quicker response for clinicians to get their licensure status upgraded after they submit all the paperwork and money.	2/3/2026 12:27 PM
2	To make licensing renewal information easier to access	1/31/2026 12:52 PM
3	Compact Law.	1/31/2026 10:53 AM
4	Ensuring person to person contact is easily and readily available	1/31/2026 9:20 AM
5	Continuing education support, information on government changes that impact society, advocacy and elevation of the Social Work profession.	1/31/2026 8:37 AM
6	To ensure competent LPC-As are entering the field and the LPC board continues to function within it's parameters.	1/30/2026 12:15 PM
7	Making sure that my license is updated on time.	1/30/2026 10:44 AM
8	Consistency in communication as one person may say one thing, but then speak to another, and get a completely different answer. On the exams, questions with "more likely" or "least likely" is too subjective and up for multiple interpretations depending on the grader, writer, and the test-taker. This would include immediate results after taking the test because the answers would be consistent and no room for interpretation.	1/29/2026 8:15 PM
9	I expect for all questions to be answered by the council and for them to consider us when making changes.	1/29/2026 7:03 PM
10	My most important needs and expectations of the Council center around clear communication, accessibility, and ongoing support. Much of this is already being done, especially in terms of keeping licensees informed about new rules, policy changes, and professional expectations. Having timely updates and clear guidance is incredibly helpful in staying compliant and providing high quality services. I also value transparency in processes, whether related to licensure, renewals, or continuing education requirements. When information is easy to understand and readily available, it makes it much easier to navigate the administrative side of the profession. Another expectation is that the Council continues to advocate for standards that protect both clients and practitioners, while also being mindful of the practical challenges social workers face. Supportive resources, accessible supervision pathways, and opportunities for professional development all contribute to a stronger workforce. Overall, my main expectation is that the Council continues to communicate openly, provide clear guidance, and support licensees in meeting professional standard.	1/29/2026 4:46 PM
11	Support us and not make our jobs harder and time consuming	1/29/2026 4:45 PM
12	To be able to give me an answer to a question relevant to my licensure needs.	1/29/2026 3:27 PM
13	Timeliness in approving new and/or revised rules. It seems the process is now slower since BHEC was formed. Efficiency in this area is necessary not only for protecting the public, but also for protecting licensees from intended consequences of some rules.	1/29/2026 2:33 PM
14	Quick turnaround for license renewals. Thorough investigation of complaints that aren't always reprimanded and punitive towards the licensee. More accountability for LPC-Associates than everything placed on their Supervisor - might be why there aren't more.	1/29/2026 2:17 PM
15	Na	1/29/2026 1:23 PM
16	quick responses on licensure and questions, clarity in rules and regulations	1/29/2026 1:01 PM
17	To uphold our need for diverse, adaptive, and incorporative regulations/expectations. Maybe creating documents that are easier to read and comprehend as legal jargon can cause confusion and lack of clear, defined answers.	1/29/2026 12:42 PM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

18	Better communication, beyond emails	1/29/2026 11:01 AM
19	Quick responses to questions & concerns Clear rules and expectations Advance notice of upcoming changes to rules	1/29/2026 10:32 AM
20	accessibility, ease of communication.	1/29/2026 9:53 AM
21	To keep us informed.	1/29/2026 4:28 AM
22	Anticipating the next 10 years and how to educate the public about mental health as more technology advances into our lives and mental health challenges it presents and who are going to take care of them.	1/28/2026 11:41 PM
23	To continue to make it easier for us licensees to practice and advocate for the public at large.	1/28/2026 9:22 PM
24	Clearer information and clearer routes of getting help	1/28/2026 8:45 PM
25	be wise regarding making rules and changes by getting feedback from those who are practicing and then clearly.	1/28/2026 8:08 PM
26	To continue to update new information and allow feedback from the field.	1/28/2026 4:38 PM
27	Notification of changes	1/28/2026 3:37 PM
28	To continue to be informed about the field of counseling, and the needs of the populations we encounter. I am a Christian counselor and I have seen people who are atheists, Buddhists & Islamic, etc. When I ask them why they would come to a Christian for counseling, they always say, "I know what values Christians have and I prefer that over someone who I do not know their values."	1/28/2026 3:02 PM
29	Support of the professional community; it sometimes feels more like an extension of the Governor and the administration.	1/28/2026 2:29 PM
30	To speak up for what is right, not just go along with the current administration.	1/28/2026 1:40 PM
31	Oversight on supervisors. Support when we stand up for our clients and values as fascism continies to rise.	1/28/2026 1:01 PM
32	provide guidelines to follow	1/28/2026 12:07 PM
33	Continue making it possible to do what we were trained to do instead of creating administrative hurdles to overcome. I believe you are already doing an excellent job in this area!!! I also appreciate the awareness you have of the different issues rural providers face.	1/28/2026 11:37 AM
34	To keep current with ingoing issues in the profession, legislate accordingly and also to oversee compliance, etc	1/28/2026 10:52 AM
35	Declining reimbursement rates coupled with escalating insurance micromanagement place significant strain on providers. The council can serve as a key advocate for fair compensation and meaningful reductions in administrative burden.	1/28/2026 9:49 AM
36	Verification and ethical process compliance.	1/28/2026 9:05 AM
37	Make life a little easier for your constituents.	1/28/2026 8:41 AM
38	To represent the entirety of our profession despite political affiliation. I know this is hard when you are appointed.	1/28/2026 7:22 AM
39	To provide correct and updated information in a way that is easy to access and understand for busy professionals.	1/28/2026 2:28 AM
40	To give clear outlines and guidance to pursue our licensing and career goals.	1/27/2026 11:25 PM
41	Support professionals with licenses to provide ethical, high quality, consistent care for their patients/clients.	1/27/2026 9:44 PM
42	This is really hard to distill down into just a thing or two. Obviously, protecting the public is important, and I want that to happen. At the same time, it's frustrating to feel like we are "guilty until proven innocent" when someone makes a complaint. I'm not sure how to solve this. I think if it were easily solved, you would have solved it by now as well. That said, when a spot opens on the Board, I try to apply for it.	1/27/2026 8:36 PM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

43	Ability to access free CTEs	1/27/2026 7:23 PM
44	Handle recert and malpractice problems.	1/27/2026 7:15 PM
45	To license competent people.	1/27/2026 6:33 PM
46	integrate advocacy work within the activities of the BHEC that: (1) protect communities that are most vulnerable to current political/ legislative dynamics (e.g., trans+ youth, community members who are undocumented, individuals impacted by reproductive injustice); (2) pass legislation to participate in the counseling compact; (3) restore or protect best practice standards of mental health services and education/ training, including support for gender-affirming care, opposition to conversion 'therapies' that aim to change sexual or gender identities, and restoration of diversity/ equity/ inclusion/ justice throughout educational, healthcare, human service, and public organizations; (4) assert public commitments or position statements on these issues, which align with the positions of the American Counseling Association, American Psychological Association, American Psychiatric Association, American Mental Health Counselors Association, National Association of Social Workers, American Academy of Pediatrics, etcetera, even (and in some cases, especially) where they depart from TX and federal policies; (5) pursue an advocacy agenda with progressive priorities of human development, community care, and social justice, as mental health imperatives for individuals and communities.	1/27/2026 5:54 PM
47	Understanding of the licensee. Keeping cost down. Limiting regulations to a more understandable verbiage.	1/27/2026 5:37 PM
48	keep the professions held to high standards	1/27/2026 5:09 PM
49	Keeping all providers up to date on changes. Clearly explain any changes and information that must be privy to the providers.	1/27/2026 4:46 PM
50	As long as the council is advocating for us, protecting us from unethical practices or those wishing to take advantage of the system thinking we are good targets to sue (we aren't, most of us aren't making enough to live), and not making it difficult or complicated to continue to practice and keep our licenses - then the council is meeting my expectations.	1/27/2026 2:44 PM
51	Information updates.	1/27/2026 1:53 PM
52	Communication. The Council should advise all licensures of their renewal dates by email and mail.	1/27/2026 1:23 PM
53	The need to assist me in staying informed with the ever changes statutes, rules and processes.	1/27/2026 1:21 PM
54	Decrease expense	1/27/2026 12:58 PM
55	Still remain person helping within the system- some organizations are too avoidant of work and use indirect technologies to avoid being direct in application assistance.	1/27/2026 12:21 PM
56	For me who do we support to weaken the present state/federal from hurting social services, financial mental and physical services. What actions to take as a group to make social workers stronger. Also, bring and encourage those individuals who fear NASW is becoming too political. Put these individuals at ease as not all social workers are political or activist.	1/27/2026 11:53 AM
57	Screen out, incompetent clinicians. Although, this may not be realistic or possible. There are a lot of Looney Tune clinicians running around.	1/27/2026 11:15 AM
58	good customer service and to provide help when needed	1/27/2026 10:31 AM
59	Support and strengthen the information about the Social Work profession	1/27/2026 10:28 AM
60	make sure decisions are being made in the best interest of the profession	1/27/2026 10:03 AM
61	Continue being a guide to direct us and keep us safe as we work with vulnerable populations.	1/27/2026 9:46 AM
62	Making timely changes to rules, processes, and statutes that reflect changes in healthcare and mental healthcare. Historically, we have moved much more slowly than other health professions and it has hurt the delivery of our services.	1/27/2026 9:14 AM
63	To represent us with the legislation and keep us informed.	1/27/2026 7:36 AM
64	Protect the reputation of the license well allowing people to do their job	1/27/2026 7:02 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

65	To enforce the code of ethics as needed.	1/27/2026 6:57 AM
66	Support and advocacy to state legislature, TEA - expectations are very unrealistic and pay is insufficient!	1/27/2026 6:56 AM
67	The council is meeting my needs. The town hall meetings where we can ask questions is great.	1/27/2026 4:52 AM
68	Manage the licensing process and deal with any licensees who violate the rules/ ethics	1/27/2026 1:45 AM
69	Mr. Spinks stated that the rules are changing too fast; however, many in the profession feel they are not changing fast enough to address real and ongoing issues affecting licensees and Associates. While he alluded to the significant workload these changes would require of him and his staff, serving the public and supporting those practicing within the profession is fundamentally the purpose of the role. Timely, responsive rulemaking is essential to ensure ethical practice, adequate supervision, and protection for both clients and professionals.	1/26/2026 11:05 PM
70	N/a	1/26/2026 11:00 PM
71	my expectations are that we get real time information on a manner that is understandable, short to the point and simple for the gray areas state that is a gray area and have a link to the more detailed and time consuming rules. 2. Not making LPC and LCSW the same.. we are different and we should be kept separate. We should never be seen as the same!	1/26/2026 10:28 PM
72	The Council needs covered and reserved parking. I figured valet parking would be a stretch.	1/26/2026 10:27 PM
73	To protect social workers at all cost, provide the tools needed so that social workers dont fail their exam. Research other states to see what they are doing in situations such as this	1/26/2026 10:01 PM
74	to protect the public from harm	1/26/2026 9:57 PM
75	Easy communication	1/26/2026 9:55 PM
76	I am very pleased.	1/26/2026 9:30 PM
77	Provide the license renewal card upon payment for renewal	1/26/2026 9:09 PM
78	Notifications on updates/changes.	1/26/2026 8:52 PM
79	Licensing consistency.	1/26/2026 8:49 PM
80	Easy reference for license rules and problems	1/26/2026 8:39 PM
81	Too many to cite.	1/26/2026 8:38 PM
82	To keep me updated of changes	1/26/2026 8:35 PM
83	My most important needs or expectation of the Council is to have access to strategic personnel when something out of the ordinary happens in the profession.	1/26/2026 8:19 PM
84	We need to provide guidance and requirements for those clinicians claiming to possess a professional-level language capability when they really don't. Testing for language capability and fluency should be instituted. Not doing so results in: clients not receiving proper treatment; clinicians misrepresenting themselves capabilities and over stepping their boundaries; potentially committing insurance fraud when billing despite not providing professional, adequate care to clients.	1/26/2026 7:55 PM
85	My most important expectations of the Council are professionalism, transparency, and evidence-informed guidance. I rely on the Council to provide clear, timely communication; neutral and respectful public engagement; and regulatory decisions that are guided by current research rather than personal bias. I also expect the Council to actively support workforce sustainability and access to care by modernizing licensure processes and aligning Texas with national standards where appropriate.	1/26/2026 7:44 PM
86	Support and clear direction in receiving that support	1/26/2026 7:36 PM
87	Clear communication on changes with licensing or professional ethics/ code updates.	1/26/2026 6:55 PM
88	Address this AI crisis before it is too late.	1/26/2026 6:30 PM
89	clear consistent guidance when needed rule making recommendations timely responses	1/26/2026 6:29 PM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

90	Please treat each mental health board equally. Don't allow one board to implement alternative licensing provisions (e.g., alternative exams) at the expense of all other boards being required to follow national standards in terms of taking and passing a national exam. If the TSBEP is permitted this option, then all boards should have that option for its licensee candidates.	1/26/2026 6:28 PM
91	I think the Council largely meets my needs and expectations.	1/26/2026 6:20 PM
92	continued support, ease of contact, being 'user friendly'/uncomplicated	1/26/2026 6:13 PM
93	Reducing licensing renewal fees. Too high.	1/26/2026 5:35 PM
94	Keep giving me the timely info that matters! Appreciate you!	1/26/2026 5:29 PM
95	Continuing to act as the guardrails to protect citizens and make sure their mental health professionals have the appropriate training and expertise.	1/26/2026 5:25 PM
96	none	1/26/2026 5:19 PM
97	To advocate and protect the interests of licensed personnel	1/26/2026 4:54 PM
98	Protect our profession.	1/26/2026 4:46 PM
99	Communication	1/26/2026 4:24 PM
100	Support and guidance when an ethical issue arises.	1/26/2026 4:21 PM
101	N/A	1/26/2026 4:17 PM
102	Communication about changes to rules/licensing.	1/26/2026 4:14 PM
103	Provide support, guidance, and continued education opportunities.	1/26/2026 4:13 PM
104	To provide needed and required information	1/26/2026 4:08 PM
105	Texas needs to join the Social Work compact	1/26/2026 4:01 PM
106	Support providers in providing the best care possible for the citizens of the state, clarity and efficiency in licensing and renewal processes.	1/26/2026 3:38 PM
107	Keeping me apprised of changes in the law, ethics, etc.	1/26/2026 3:37 PM
108	None...retired	1/26/2026 3:26 PM
109	oversight and maintaining respect of the profession	1/26/2026 3:23 PM
110	To protect the public, to collaborate with licensees, interpret legislation applicable to its licensees.	1/26/2026 3:18 PM
111	I finished my PhD in 2017 and chose not to take EPPP because there is little incentive monetarily or otherwise to jump the hoops to become a licensed Psychologist.	1/26/2026 3:04 PM
112	Continued Communication via human contact by phone.... Access to more than 1 human being during a phone call if 1st person does not know the answer. More time w/ computer staff while on the phone during renewals, etc. Ability to talk w/ staff at CE Broker on the phone, not email. Thank you.	1/26/2026 3:00 PM
113	N/A	1/26/2026 3:00 PM
114	Clarity on issues and areas of practice	1/26/2026 2:57 PM
115	N/a	1/26/2026 2:54 PM
116	to treat everyone fairly	1/26/2026 2:52 PM
117	To keep everyone updated and supported	1/26/2026 2:48 PM
118	To perform expeditiously.	1/26/2026 2:37 PM
119	support in regard to complaints; legislation related to improved coverage/reimbursement of LPC clinical services; and reciprocity of licensure across the US	1/26/2026 2:27 PM
120	Improved Council website Get rid of CE BROKER and get a more interesting website Improved communication/feedback when a complaint is filed. I had a complaint filed in 2019 (6 years ago) and have not heard ONE WORD about how it was resolved, despite the requests I made.	1/26/2026 2:19 PM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

121	Maintaining licensure records and continued updates on rules changes.	1/26/2026 2:18 PM
122	Communications	1/26/2026 2:18 PM
123	Licensure updates	1/26/2026 2:07 PM
124	Ethical leadership and all pertinent information given to out of state counselors whether overseas or in USA, inactive or active status in Texas.	1/26/2026 2:06 PM
125	N/A	1/26/2026 2:01 PM
126	Clarity on issues	1/26/2026 2:01 PM
127	To remember what it is to be a social worker and run this organization with compassion and empathy.	1/26/2026 1:46 PM
128	To be available to any questions or concerns we may have.	1/26/2026 1:43 PM
129	To ensure that guide/instruct mental health providers to provide quality healthcare. Create a standardized set of rules that ensure the safety of health care providers and clients. Develop innovative and novel practices in the provision of mental health care.	1/26/2026 1:42 PM
130	Keep the processes simple. Keep up with other states licensure reciprocity so clinicians can virtually see clients cross borders to help in other areas where there is a shortage of licensed clinicians.	1/26/2026 1:41 PM
131	Leadership	1/26/2026 1:33 PM
132	Professionals support	1/26/2026 1:25 PM
133	Communicating rules (particularly updates) and facilitating the licensure process. Good job.	1/26/2026 1:22 PM
134	PhD level counselors need a license number like Psychologists so they can advocate for higher rates with insurance companies.	1/26/2026 1:22 PM
135	Timely clearly stated information and updates	1/26/2026 1:21 PM
136	Allow therapists to practice without jumping through a lot of hoops, but also make sure that therapist complaints are adequately addressed.	1/26/2026 1:20 PM
137	unknown	1/26/2026 1:19 PM
138	maintaining the standards for all licensees	1/26/2026 1:18 PM
139	To have access to a live person via email or on the phone to ask important questions.	1/26/2026 1:11 PM
140	information	1/26/2026 1:06 PM
141	N/A	1/26/2026 1:03 PM
142	The Council continues to: keep us updated on information, provide a secure place to hear and listen to our numerous concerns, needs, and making our voices heard so that we can continue to assist people on their journey towards hope, healing, a healthy life. To each and everyone working for us, thank you so very, very much, for all the hard work ya do to assist us in helping others heal.	1/26/2026 1:02 PM
143	Nothing else to add for now.	1/26/2026 1:01 PM
144	For the council to look to the good of the general public, and also to the good of the profession as a whole. Licensees are attacking each other and eating their own. Our field has becoming almost unbearably toxic.	1/26/2026 12:57 PM
145	Serve me and honor my profession and treat those of us with years of experience and no complaints after years of exposure in the field with some recognition and respect for our proven integrity.	1/26/2026 12:51 PM
146	-	1/26/2026 12:49 PM
147	I think they do well for the number of people being served.	1/26/2026 12:48 PM
148	Safety, protection and guidelines for our roles and clients.	1/26/2026 12:45 PM
149	Prompt and accurate answers to questions posed	1/26/2026 12:43 PM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

150	Continue the good work being done to process info quickly.	1/26/2026 12:42 PM
151	That you clearly communicate rules, changes, and expectations that affect our licensing. I think this is being done in a very good way with the regularly scheduled TBHEC meetings. Please continue these meetings.	1/26/2026 12:40 PM
152	Compact - therapy between states and within the United States	1/26/2026 12:38 PM
153	Then it will serve Texas licensed professionals versus an out of state entity, who has a job that they did not even offer to Texas citizens first	1/26/2026 12:35 PM
154	Continued oversight of the profession for the protection of clients who seek out our services and trust the profession of counseling. Increased marketing to the public regarding the availability of licensed professionals to assist in personal and family counseling and unfortunately, tragedies that continue to affect all of us in increased numbers resulting in greater and greater anxiety.	1/26/2026 12:32 PM
155	I need the Council to expect that all of the professionals in our field be trained in Culture and Diversity.	1/26/2026 12:28 PM
156	I have been living in San Antonio for the past 5 years, during that time I have only found one in-person CEU training. In Illinois most hospitals and universities offered CEU's. There does not appear to be a Social Work community in San Antonio.	1/26/2026 12:27 PM
157	Training opportunities	1/26/2026 12:25 PM
158	Please don't keep me waiting! I cannot wait to be licensed!	1/26/2026 12:24 PM
159	License renewal and reciprocity of treatment with other states	1/26/2026 12:22 PM
160	Renew licenses, and license new ones .	1/26/2026 12:21 PM
161	communication	1/26/2026 12:13 PM
162	When considering rule and requirement adjustments, it is essential to remain cognizant of special interests that may influence policy decisions. Universities, for example, often advocate for increased training hours and additional requirements; however, the added time and financial burden imposed by these changes are not aligned with the real-world compensation levels of the profession. Any proposed modifications must be evaluated not only for clinical merit but also for their financial and practical impact on associates and the businesses that employ or support licensed professionals. Ensuring that the cost and duration of licensure pathways remain reasonable is critical to preventing unintended harm to both early-career clinicians and the sustainability of mental health services overall.	1/26/2026 12:13 PM
163	Open communication and reasoning behind changes	1/26/2026 12:12 PM
164	to continue the value and support for our LPC license providers	1/26/2026 12:09 PM
165	Oversight of the CEU vendor and its platform	1/26/2026 12:09 PM
166	To provide guidance, establish processes and maintain a standard of compliance for the field.	1/26/2026 12:06 PM
167	Same as number 20	1/26/2026 12:04 PM
168	Ensuring competency in service providers	1/26/2026 12:00 PM
169	See above answers	1/26/2026 11:57 AM
170	As a professional, I want to keep abreast of recent changes in the profession as far as licensing and procedures. To keep up the communication and outlining these changes	1/26/2026 11:56 AM
171	I expect the Council to keep us updated on licensure requirement updates, current issues that counselors need to be aware of in our State, and scams to be aware of (there are many that target therapists!).	1/26/2026 11:52 AM
172	As any licensed professional, I need the council to be fair and supportive. In particular, I hope that the council can continue to be involved in advocating for mental health in Texas via government and social channels to effect needed change.	1/26/2026 11:51 AM
173	Ensuring standards of practice and licensing are in place	1/26/2026 11:50 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

174	Continuing to notify of any changes and updates to current policies or processes.	1/26/2026 11:41 AM
175	Provide education on the way things should run and ensure the field is being led by genuine trustworthy professionals	1/26/2026 11:38 AM
176	To answer questions when they arise	1/26/2026 11:34 AM
177	Cross-state practicing regulations and use of AI in treatment.	1/26/2026 11:31 AM
178	Being accessible and realistic of ability of clinicians to maintain a thriving private practice.	1/26/2026 11:28 AM
179	1) provide current service trends in each SW field, in Texas, vs national needs 2) provide current sw needs data, throughout each sw service field, and City\County with our State of Texas. Yearly and ongoing.	1/26/2026 11:28 AM
180	Keep being honest and kind. Keep fighting to focus on DEI as you know it's important to the field and part of our ethical duty.	1/26/2026 11:25 AM
181	Continue to set forth the guidelines/rules for our profession	1/26/2026 11:25 AM
182	Fight for data privacy and better access to mental healthcare for all people--citizen or not. Work on removing red tape instead of creating it. Support regulations that keep clients safe but do not overregulate. (The latter is especially a danger in areas in which the council members simply lack experience, such as ketamine or psychedelic-assisted therapy. People say that more research is needed. Well, that would be great, but, for political reasons, research into these areas has been blocked for many years. The council would do well to advocate for expanded research instead of regulating.)	1/26/2026 11:22 AM
183	Guidance and information	1/26/2026 11:17 AM
184	Streamline the licensure process for new license seekers, this has been vastly improved since I first applied for my license several years ago. It's much appreciated in our community! The website could be overhauled and important rules could be distributed through multiple channels.	1/26/2026 11:16 AM
185	Support fair, efficient regulatory processes that protect the public without creating unnecessary barriers, enabling behavioral health professionals to flourish and meet the needs of our communities and society.	1/26/2026 11:16 AM
186	A Counseling Compact right now.	1/26/2026 11:05 AM
187	I'm not sure. But I will say it's very hard to register for a Human Trafficking and some of the other courses. I finally gave up and went to a different website altogether when I got a hold of your staff to complain, they all were in agreement that everybody found it difficult to register and navigate.	1/26/2026 11:03 AM
188	Simplify and strengthen professional support so that we utilize less time and frustration ensuring we are compliant.	1/26/2026 11:00 AM
189	In reference to disciplinary actions, I expect to see cohesion when reading the results of hearings. I expect to clearly understand what rule therapists have violated and see fairness in how they were reprimanded.	1/26/2026 10:57 AM
190	Nothing to add here.	1/26/2026 10:50 AM
191	To license more behavioral health practitioners and assist them in how to be compliant with current laws. To share Best Practices for behavioral health. Oh and get the interstate Compact Done! Why was it not this last legislative session?	1/26/2026 10:50 AM
192	clarify the licensing process so aspirants can achieve licensing goals	1/26/2026 10:47 AM
193	More clarity and more support.	1/26/2026 10:46 AM
194	none	1/26/2026 10:46 AM
195	I think LPAs are overrepresented on TSBEP and a spot should be replaced by a LSP/LP, as this is a unique area of practice and there are many in the state.	1/26/2026 10:41 AM
196	Being our best advocates.	1/26/2026 10:40 AM
197	Provide clear guidance and information.	1/26/2026 10:39 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

198	Get the web site more user friendly.	1/26/2026 10:38 AM
199	Protecting the rights and interests of mental health professionals and helping us to do our jobs efficiently and expertly.	1/26/2026 10:35 AM
200	I think it's primary job is to protect the ethcis of the profession and to ensure that all professionals in this field are abiding by our code of ethics.	1/26/2026 10:34 AM
201	Get in tune with issues related to social work profession and add enough staff to assist your constituents.	1/26/2026 10:32 AM
202	Expect the Council to investigate complaints	1/26/2026 10:31 AM
203	Fight for the field. Advocate and bring needed funding, stability and clarity to the work.	1/26/2026 10:28 AM
204	the promotion and communication of ethical and legal standards - licensure, complaints, and a board that represents the best interest of community mental health.	1/26/2026 10:26 AM
205	The council seems hesitant to connect with stakeholders or to commit to a process to support and help stakeholders. We seek an authority to give us guidance and definitive answers to our questions and concerns.	1/26/2026 10:22 AM
206	I would like the council Board to be composed of MSW's.	1/26/2026 10:22 AM
207	Better explanations	1/26/2026 10:20 AM
208	Keeping us updated with changes.	1/26/2026 10:19 AM
209	Offer state approved supervision tools (contracts, logs, evaluation templates) Create a confidential referral network exclusively for counselors to seek counseling for themselves.	1/26/2026 10:17 AM
210	everything is ok for now	1/26/2026 10:15 AM
211	Easy access to information and occasional guidance.	1/26/2026 10:14 AM
212	I appreciate the chance to give feedback, to feel more partnership with the Board.	1/26/2026 10:14 AM
213	Keeping me updated with information as things change.	1/26/2026 10:11 AM
214	Accessibility to the Council to provide information or referral to where we can obtain our information.	1/26/2026 10:11 AM
215	The council should make sure that CEUs are worthwhile.	1/26/2026 10:10 AM
216	Maintain professionalism as you are currently doing.	1/26/2026 10:10 AM
217	Advocate for the shift from traditional earlier psychotherapy practices to modern times: such as delivery method, focus on prevention, payer source, and technology limitations.	1/26/2026 10:10 AM
218	Y'all are doing a great job for our profession. I love my job.	1/26/2026 10:09 AM
219	Communication and guidance in the licensing process.	1/26/2026 10:07 AM
220	Focus on all licensing professionals to offer services that they have been trained to provide. Providing detailed guidelines as to what each profession can do.	1/26/2026 10:07 AM
221	Help us. Truly help us. We need help and need to be heard. Not everyone gets the oppotunity to attend the meetings.	1/26/2026 10:07 AM
222	Continue to protect the professionalism of our license.	1/26/2026 10:07 AM
223	To provide fair and just investigation of complaints, and licensure to new Master's and Doctorate graduates.	1/26/2026 10:06 AM
224	Keeping us informed so that we can continue practicing. Being open, honest, and transparent with all proposed changes (I appreciate that we can submit feedback) Listening and advocating!	1/26/2026 10:05 AM
225	Putting people first	1/26/2026 10:03 AM
226	communicate any changes to the rules that directly impact my licenses. make it easy to find renewal info. clearly explain the process for reporting and renewing licensed.	1/26/2026 10:02 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

227	Push back on right wing attempts to change ethics and related policy.	1/26/2026 10:00 AM
228	Protect the public from shoddy practice and don't overburden the rest of us.	1/26/2026 9:57 AM
229	1. Protecting clients and the public. 2. Responsive customer service to licensees.	1/26/2026 9:57 AM
230	N/a	1/26/2026 9:56 AM
231	I need the council to address how I, as a therapist can protect myself from someone filing a baseless complaint just because they didn't like what I said in court. I feel like there is no help or support for therapists at all. I just have to wait with no timeline, no rules, no guidelines. It feels terrible. If this unhinged person can come threaten me by filing a complaint against my license and you take (let's see - it's now been over 10 months) to make a decision, that's not just or fair in the least. You are not protecting the profession, you are harming it.	1/26/2026 9:54 AM
232	Just to continue supporting all the various types of clinicians in this field. Thank you!	1/26/2026 9:53 AM
233	For them to listen to the real world concerns that impact us (examples: being asked to speak into custody situations, etc.) and provide clarity regarding what is outside of our scope so that as professionals we have statutes to clearly explain what we are and aren't allowed to do. Some rules are very clear and easy to understand, while others are ambiguous.	1/26/2026 9:51 AM
234	Staying up to date on changes.	1/26/2026 9:49 AM
235	My most important need from the council is that it listens to and considers all feedback, and that the website continues to be user-friendly.	1/26/2026 9:47 AM
236	Same as the answer to number 24.	1/26/2026 9:47 AM
237	Stay independent from the state and work for our clients (#1) and the profession (#2). It feels as if the Council does not put the needs of our clients first at this point.	1/26/2026 9:46 AM
238	NA	1/26/2026 9:45 AM
239	to be informed of rules and changes	1/26/2026 9:42 AM
240	Clear and concise information with updates.	1/26/2026 9:41 AM
241	I expect the council to keep me updated on proposed and changing policies that directly affect my license.	1/26/2026 9:41 AM
242	Representatives with great customer service and the ability to get in contact with someone in a timely manner.	1/26/2026 9:39 AM
243	Antisemitism education so Jews have the services my family has freely to others since the 1980's.	1/26/2026 9:39 AM
244	defend mental health professionals and protect the public	1/26/2026 9:37 AM
245	I want the rules and rule changes explained in less legalese.	1/26/2026 9:37 AM
246	Clarity and transparency of changes made.	1/26/2026 9:37 AM
247	Be accessible by phone. YOU must be able to help elderly and those with disabilities maintain their license. (eye sight, ability to use the internet, wifi not connected to, hearing, typing, etc.)	1/26/2026 9:36 AM
248	to ensure that ethics aren't being misused	1/26/2026 9:34 AM
249	To be fair in regulation of the rules.	1/26/2026 9:34 AM
250	More cohesion in the mental health care provider world. It feels like everyone is in their own world with a vague set of guidelines to follow and constantly searching on Reddit or Facebook pages for answers from other people rather than the board that is supposed to oversee us.	1/26/2026 9:34 AM
251	To serve the needs of professional staff as needed.	1/26/2026 9:33 AM
252	Communicated on portals, emails and website of new updates or changes.	1/26/2026 9:33 AM
253	Complete a survey of CE broker program.	1/26/2026 9:33 AM
254	Support counselors and in doing so you support clients. Too many people are getting out of the field and looking to do other things with their license because there is this mindset that counselors are just supposed to "do whatever it takes" to care for our clients - AND WE DO	1/26/2026 9:33 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

	but often at the detriment of OUR mental health. The mentality of “ more butt’s in seats” in order to financially survive is not how it should be and not why we get into this profession.	
255	Advocate for the counseling compact with increased urgency.	1/26/2026 9:30 AM
256	Join the compact and follow the prevailing MH trends of other developed countries	1/26/2026 9:27 AM
257	?	1/26/2026 9:26 AM
258	Keep advocating for social justice and social workers and social equality	1/26/2026 9:24 AM
259	Be there to help me try and make a difference in the world. Our kids need a lot of help.	1/26/2026 9:24 AM
260	Strict standard	1/26/2026 9:21 AM
261	I regard the Council as the authority on the social work profession and refer to the statutes and laws when making complex decisions that require expert guidance.	1/26/2026 9:20 AM
262	Clear communication and ease of use of the online licensing system.	1/26/2026 9:20 AM
263	License portability	1/26/2026 9:19 AM
264	Timely and accurate communication	1/26/2026 9:18 AM
265	To help me stay abreast of new legislation that impacts my practice and services. Also, I look forward Tokyo the Council serving as an advocate for our collective mental health professions to ensure that our legal and ethical obligations match.	1/26/2026 9:18 AM
266	Licensing/opportunities through compact licensing	1/26/2026 9:14 AM
267	Protect the public from dysfunctional clinicians. Support good clinicians throughout their licensure experience and do not burden them.	1/26/2026 9:14 AM
268	Continue online access	1/26/2026 9:13 AM
269	Providing accurate and timely information.	1/26/2026 9:13 AM
270	Please join the Counseling Compact	1/26/2026 9:13 AM
271	Strengthen the importance of a doctorate in Psychology.	1/26/2026 9:12 AM
272	Staying politically neutral	1/26/2026 9:10 AM
273	N/A	1/26/2026 9:10 AM
274	join the counseling compact update the credentialing and renewal processes so I don't spend 30 plus hours every 2 years on hold, trying to access the website, tracking down people who can help me have town halls where we can talk to people who make decisions	1/26/2026 9:09 AM
275	I expect the Council to advocate for us at the highest levels of our government to ensure the field is protected, especially in the age of wellness coaches and AI.	1/26/2026 9:08 AM
276	Continue notifications re meetings and updates on legislation.	1/26/2026 9:06 AM
277	Continued protection of the public and access to licensure by qualified providers.	1/26/2026 9:06 AM
278	enact policies and rules that help maintain our legitimacy and respect in the healthcare field. current political pressures seem to suggest that our legitimacy is at risk. if our Master's degree doesn't bring in a 'professional' salary, this state will loose its therapists to states that continue to respect this profession.	1/26/2026 9:04 AM
279	protect the community by enforcing minimum requirements to practice our professions.	1/26/2026 9:02 AM
280	To make holding my license as easy as possible. I expect the Council to keep in mind the needs of the public and how best to expand the behavioral health professions.	1/26/2026 9:02 AM
281	EPPP issues, RxP	1/26/2026 9:01 AM
282	To be fair and supportive.	1/26/2026 9:01 AM
283	Due diligence, maintain the integrity and the art of the profession and maintaining a healthy balance between all requirements and individual practice	1/26/2026 9:00 AM
284	My expectation is to be heard and considered with changes made per area of need and	1/26/2026 9:00 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

	requests.	
285	Na	1/26/2026 8:57 AM
286	I need and expect competence and ethical behavior.	1/26/2026 8:57 AM
287	Clear, timely two way communication with public and licensees	1/26/2026 8:57 AM
288	Easy access to officials, resources, and information.	1/26/2026 8:55 AM
289	Communication about changes, which I think are done well!	1/26/2026 8:54 AM
290	To guide us through this uncertainty, keep us confidential, and make sure that the rules support us with assisting people who may not be able to afford services.	1/26/2026 8:54 AM
291	already being met - provide clear guidance for licensees to ensure that we are educated and practicing responsibly.	1/26/2026 8:54 AM
292	Customer support.	1/26/2026 8:54 AM
293	Compact License; Advocating for more spaces for MSWs in macro settings	1/26/2026 8:53 AM
294	I expect the council to keep licensees informed, serve as a gatekeeper for the profession, and protect the public.	1/26/2026 8:52 AM
295	I expect the council members to understand what it means to be a practicing provider in the field of mental health. They should be leaders from within our own profession. They should not be business people or real estate people. Protect the doctoral standard. Work to rain in shady practices by insurance companies.	1/26/2026 8:52 AM
296	To be honest, I don't expect the council to meet my needs, or the express needs of any therapist. Texas is a very red conservative state, my opinion, a greedy and misogynistic state, so I don't expect needs to be met.	1/26/2026 8:52 AM
297	Recognition of needs. We are needed but the limitations make it difficult for us to achieve our license.	1/26/2026 8:52 AM
298	To keep us aware of how to stay legal in any changes to laws. To make the process of becoming a mental health professional thorough, but uncomplicated.	1/26/2026 8:51 AM
299	Stay updated on latest changes and report them to licensees.	1/26/2026 8:48 AM
300	Na	1/26/2026 8:47 AM
301	Making sure I am following proper procedures.	1/26/2026 8:47 AM
302	Insure that Interstate Compacts are developed quickly with all states and territories.	1/26/2026 8:47 AM
303	Help mental health professionals in Texas have easy access to clearly written ethical codes, maintain the licensure registries, and as a council advocate for mental health professionals in the state.	1/26/2026 8:46 AM
304	N/A	1/26/2026 8:45 AM
305	Being available	1/26/2026 8:45 AM
306	Protect the public and educate licensees with updates so they can practice legally and ethically.	1/26/2026 8:44 AM
307	See #18	1/26/2026 8:44 AM
308	Assistance to psychologists when in need of clarification of rules, CE and licensure questions, as well as consultation on legal and ethical issues. Protection of the public by providing clear guidelines and rules to members of the profession and the public and investigating claims of inappropriate conduct.	1/26/2026 8:44 AM
309	Either finish complaint investigations or dismiss them. Counselors have open investigations for multiple years and cannot get credentialed for insurance or licensed in other states during that time, which results in significantly reduced income as well as the ongoing stress of pending disciplinary action. This is unfair to everyone.	1/26/2026 8:43 AM
310	I think the first thing is to be our advocate while simultaneously getting rid of anyone abusing	1/26/2026 8:42 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

and hurting clients. I think the council is doing a great job in communication. I would like to ask, "What does the council need from us therapists?" Since we believe that "no person is an island", so to speak, how do we ensure that our voices are heard and that our licenses matter--especially when we are in these hard and dark times.

311	Work with other states.	1/26/2026 8:41 AM
312	Continue to make sure we can continue to practice in a way to support students in educational settings	1/26/2026 8:41 AM
313	NA	1/26/2026 8:40 AM
314	The council is in place to protect the public not necessarily the licensed person. I understand the need for this. However, there are	1/26/2026 8:40 AM
315	Be available to interpret questions about rules, continuing education, licensure.	1/26/2026 8:40 AM
316	I was offered a position as a director of psychology for a state hospital and the pay capped at 140k a year. I loved the role and area and would have accepted in a heartbeat if the benefits would have been appropriate for my experience. I ultimately accepted a GS15 role as a forensic psychologist with the federal government as this position paid 40k more per year, doubled the annual leave, etc. Texas is losing good people that want to stay. We need the council to advocate for us.	1/26/2026 8:40 AM
317	I want to see the LCDC license consolidated under the BHEC as it is a Psychology license and should not be under THHS.	1/26/2026 8:40 AM
318	To provide clear standards of practice and a smooth process for licensure.	1/26/2026 8:38 AM
319	Concerns about efficiency of CE Broker.	1/26/2026 8:38 AM
320	protect all licensees and the public.	1/26/2026 8:36 AM
321	To make the licensing process a lot easier and clearer.	1/26/2026 8:35 AM
322	to incorporate practicing licensed professionals from the board in all matters, to process complaints in a judicious and prudent way including these individuals.	1/26/2026 8:34 AM
323	Providing help for our professions. Advocating for higher pay for us. Helping our professions achieve a higher status and be visible in the community.	1/26/2026 8:34 AM
324	Communication of information relevant to my practice of psychology	1/26/2026 8:30 AM
325	License renewal	1/26/2026 8:30 AM
326	Na	1/26/2026 8:30 AM
327	I expect the council to respond within a few business days with guidance. Often a response doesn't come at all and if it does it doesn't include an answer to the question. It feels like we are navigating unclear processes blindly going in circles...	1/26/2026 8:30 AM
328	the council has become too large to manage the needs of each license discipline and the board should be ALL licensed mental health professionals.	1/26/2026 8:29 AM
329	To advocate for social worker	1/26/2026 8:29 AM
330	Keeping licensing requirements at a high level to maintain the dignity of my profession	1/26/2026 8:28 AM
331	Clear communication that would allow the profession to support the overwhelming lack of access to mental health, the funding to support growth of providers, and safety of clinicians as well.	1/26/2026 8:27 AM
332	Doing what y'all do, honestly. Please continue presenting at the TCA professional growth conference, please continue the meetings you make open to the public. Please continue with the communications. You do a great job supporting me as an LPC-S! I'd sign off with "Hugs!" but I guess that's more than is asked for here.	1/26/2026 8:27 AM
333	Quick update for license	1/26/2026 8:26 AM
334	Work toward protecting and advocating for the legitimacy of a Mental Health Counseling degree and reinstating it as a professional degree.	1/26/2026 8:26 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

335	Faster turnaround on paperwork Stand up to political bullying trying to erase the existence of texans who don't fit the republican ubermensch agenda.	1/26/2026 8:26 AM
336	N/A	1/26/2026 8:25 AM
337	Assistance with licensing and information on legislature for my license	1/26/2026 8:24 AM
338	Unsure	1/26/2026 8:24 AM
339	Continue to serve as a gatekeeper for the profession and hold those accountable for harm against vulnerable people. If you are collecting license fees, make sure you are balancing that by promoting your value add to licensees: continue to provide timely updates as a result of legislative changes to statute and rules.	1/26/2026 8:24 AM
340	Keep us informed of changes and safety for the profession and clients	1/26/2026 8:23 AM
341	transparency	1/26/2026 8:22 AM
342	Safeguard our licensure & ethics	1/26/2026 8:21 AM
343	Communication about impact on licensing changes at state and federal levels.	1/26/2026 8:21 AM
344	Keeping me up to date on all things changing in the profession.	1/26/2026 8:20 AM
345	Protect and enhance credibility and safety. Timely resource for easily acquired information.	1/26/2026 8:20 AM
346	Keep our profession professional, provide regulations that protect both the client and practitioners, provide clarity around statutes, rules, standards, fix CE process tracking so it isn't so confusing,	1/26/2026 8:20 AM
347	Ensuring the quality of care being provided by qualified practitioners to ensure public safety. High standards do matter in serving the community.	1/26/2026 8:19 AM
348	NA	1/26/2026 8:19 AM
349	Adding the supervisor designation to my license. I have completed the course and paid to add it.	1/26/2026 8:18 AM
350	Continue to provide updates to procedures and rules as they change	1/26/2026 8:17 AM
351	Maintain order in licensing	1/26/2026 8:17 AM
352	N/A	1/26/2026 8:16 AM
353	n/a	1/26/2026 8:14 AM
354	None	1/26/2026 8:13 AM
355	N/A	1/26/2026 8:12 AM
356	Ethical questions	1/26/2026 8:11 AM
357	Timely communication & processing of renewal documentation	1/25/2026 7:36 PM
358	I am happy with the ways in which the council attends to candidates who are applying for licensure and upgrades; the most important needs I can identify have to do with response times; it is so important to my supervisees and myself to be able to receive clear and prompt responses to our questions. When our board delivers important information about statutes that will be changing or processes that will change, that is also a very important service they offer and I have been pretty happy with that, as noted several times in this questionnaire.	1/25/2026 4:23 PM
359	Continued professional support and I appreciate having CE Broker to keep up with CE hours and categories.	1/25/2026 3:53 PM
360	Inform us of changes in rules; make available records for licensure; investigate professional violations.	1/25/2026 12:44 PM
361	ongoing communication and transparency, openness to therapist feedback while clearly protecting the public, ability to easily reach staff of the Council and Boards for answers we can rely on to make sure we're in compliance	1/24/2026 12:07 PM
362	To provide clarity and structure	1/24/2026 6:58 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

363	To be fair, consistent, and equitable across all professions under the Council's oversight and accept more input from the licensees.	1/23/2026 8:05 PM
364	I would hope hope that the Council would discuss the merits of at least making the competent practice of clinical neuropsychology enforceable to dissuade untrained providers from claiming to do this work and allow some mechanism for correcting the behavior of those that do so and harm the people of Texas.	1/23/2026 1:11 PM
365	Continue to be available to support licensees as they strive to practice ethically - you are doing a great job!	1/23/2026 12:57 AM
366	To ensure that licensed psychologists are properly educated and qualified to deliver services. This pertains to master's level licensing versus PhD and the ability to perform certain services.	1/22/2026 8:05 AM
367	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.	1/22/2026 8:00 AM
368	To understand the counseling profession more.	1/22/2026 7:09 AM
369	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 7:58 PM
370	Stricter rules about specialty practice. Clearer guidelines to protect the public	1/21/2026 5:06 PM
371	Better protection of the public by making the guidelines for the competent practice of neuropsychology actually enforceable rules. See my previous response for an explanation.	1/21/2026 5:02 PM
372	Protection for the public. Interpret legislative changes and have transparency in rule making (need for change, considerations for practice and stakeholder input), improve access to mental healthcare and identify potential barriers, and clear communication with licensees.	1/21/2026 2:08 PM
373	Advocacy	1/20/2026 2:39 PM
374	Do everything you can to simplify the process, everywhere you can. Even if it is something as	1/20/2026 1:41 PM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

simple as creating a sign people can download and display in their offices to be in compliance with state statutes.

375	To maintain clear and honest communication, be available to answer questions, and to orifice guidance when needed.	1/18/2026 4:41 PM
376	Supporting license renewal processes, not creating barriers.	1/18/2026 2:30 PM
377	Uphold the values of the profession of social work in it's true form and not give in to pressure from uneducated and cruel humans to eliminate our values.	1/18/2026 11:27 AM
378	To represent ALL of us and remember that social work is more than counseling.	1/18/2026 11:12 AM
379	timely decisions and easy site access, especially. for CEU and licensing renewal	1/18/2026 11:05 AM
380	Keep us informed of legislative updates.	1/17/2026 3:12 PM
381	Easier access to staff, faster response times, easier communication	1/17/2026 11:32 AM
382	That when I supervise an associate and they file for their license, it happens in a timely manner	1/17/2026 6:07 AM
383	Keep professionalizing the mental health workforce and advocate for legislative support to do this.	1/16/2026 12:19 PM
384	That information is found easily. I also do not like the emails very much because for some reason, I miss them usually, and there is important information inside. I think too much important information is sent by email. I think there should be some sort of newsletter or digest.	1/16/2026 11:50 AM
385	I believe that we need to support each other and look at the companies contracting with the State of Texas in information management.	1/16/2026 8:56 AM
386	To protect the profession. The council is now too large and oversees too much and it's too hard to actually keep folks in our profession accountable. There needs to be a way to make sure that people are providing actual therapy/assessment and not simply talking or using non evidenced practices	1/15/2026 10:43 AM
387	To continue to maintain high ethical standards of practice for clinicians.	1/14/2026 9:42 PM
388	Ensure professionals that hold an LMSW and LCSW uphold ethical and professional expectations. Support those holding an LMSW and LCSW in meeting and maintaining those expectations and ensuring professional best practice. (For example, by providing information needed to do this, answering questions, advocating for research supported professional standards, etc.)	1/14/2026 8:40 PM
389	My most important expectation of the Council is its continued commitment to protecting the public while supporting ethical, competent, and accessible mental health care. This includes maintaining clear, consistent, and transparent standards for licensure, supervision, and professional conduct so that clients can trust the qualifications and accountability of licensed counselors. I also expect the Council to respond proactively to emerging issues that affect public safety, including technological advances such as telehealth platforms and artificial intelligence. Timely guidance, updated rules, and clear ethical expectations are essential to ensure these tools are used in ways that enhance care rather than compromise client welfare, confidentiality, or informed consent.	1/14/2026 4:12 PM
390	Provide services in a timely manner.	1/14/2026 4:08 PM
391	I would expect the council to uphold the expectations placed on each licensed professional. I expect the Council to not waste time or resources.	1/13/2026 9:36 AM
392	in all functions of the Council, it's important that requirements, messaging, publications, etc ALL translate support and advocacy of LPCs, as they are serving TX citizens. We just want to feel that our work & profession are valued, protected and prioritized.	1/13/2026 8:38 AM
393	To support social workers and other governed under BHEC; help up help out patients/clients, etc.	1/13/2026 8:01 AM
394	Representing the voices of the therapists and psychologists doing the work	1/12/2026 7:01 PM
395	Figure out the Interstate Compact situation in a way that does not reduce or demean the	1/12/2026 6:06 PM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

	quality of our training or licensure. Do not make decisions in the name of efficiency that take out the humanity of your professionals or their clients.	
396	The most important need and expectation is for the Council to represent and advocate for the professions it represents & have clear communication.	1/12/2026 5:39 PM
397	Continued communication with the Council. Accountability with the Boards. Definitely seen improvement with the LPC Board since the creation of BHEC.	1/12/2026 10:27 AM
398	See above. Thanks!	1/12/2026 9:22 AM
399	Protecting the community.	1/11/2026 12:57 PM
400	To communicate efficiently and effectively.	1/10/2026 10:43 PM
401	To disseminate information regarding licensure and to keep that information updated.	1/10/2026 11:45 AM
402	to allow us to have less restrictions about where the client is sitting (what specific location with address or in their car) during session and focus on clients' mental health needs. Also, I cannot neglect the needs of my clients when they travel due to a family illness or death, have suicidal ideation, panic attacks or need consistent weekly session support.	1/9/2026 12:03 PM
403	To protect therapists and consumers; to advocate for therapists and similar licenses	1/8/2026 11:20 AM
404	Clear, upfront communication	1/8/2026 10:56 AM
405	I hope the Council finds a solution to expanding providers' ability to support clients across the entire country.	1/8/2026 10:35 AM
406	My most important needs and expectations are for the board to be accessible, communicative, a beneficial resource, and an advocate.	1/8/2026 10:32 AM
407	My most important needs and expectations of the Council are clarity, consistency, and decision-making grounded in clinical reality. I expect rules and titles that accurately reflect an associate's level of training and do not mislead the public, including reconsidering changes that allowed associates to operate independent practices. I expect timely, transparent communication and complaint processes that follow clear timelines. I also expect the Council to support sustainable supervision by exploring scholarships, stipends, or incentives that make high-quality supervision accessible. Finally, I expect the Council to engage with practitioners and community members so that policies reflect the real needs of Texas communities	1/8/2026 10:07 AM
408	Simplify. Simplify. Simplify.	1/8/2026 10:04 AM
409	Clarity and advocacy	1/8/2026 9:41 AM
410	I want them to continue to act in therapist best interest but not overwhelm therapists with bogged down rules and expectations.	1/8/2026 8:38 AM
411	To have an agency to turn to so that I can get answers about the profession, ethics, board rules, etc. in a timely and reliable manner.	1/7/2026 11:56 PM
412	I think the requirements for licensure are good and needed. I think there is a double bind for LPC-As to find a supervisor before they can get a job but what but they have to pay a supervisor when they don't have a job.	1/7/2026 5:04 PM
413	To serve social workers and other helping professionals as they serve communities	1/7/2026 3:04 PM
414	Support in provision of supervision for new counselors.	1/7/2026 1:03 PM
415	Process incoming paperwork in a timely and accurate manner.	1/7/2026 12:27 PM
416	Support those of us who got into the profession who really want to make a difference. All the obstacles is not support but control.	1/7/2026 9:12 AM
417	Communication regarding changes in rules and standards.	1/7/2026 8:20 AM
418	Not sure, but I've loved joining the listening hours - I love hearing from clinicians across the state and across licenses. It is validating and I feel the support of BHEC.	1/7/2026 6:13 AM
419	I expect the Council to be neutral, non-political, unpersuaded by cultural trends, and stick to the facts of what the Rules state. Avoidance of perceived dual relationships or influences by	1/7/2026 1:55 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

some counseling groups on the Board. When there is a complaint, there is a professional member who is present to assist with the meeting.

420	Timely processing of applications and renewals	1/6/2026 7:00 PM
421	Just keep educating us so we do best practice.	1/6/2026 6:59 PM
422	With the advent of telehealth and other licenses practicing across state lines under the auspices of large groups, please protect our ability to compete. AI should not be allowed to be used by anyone practicing psychotherapy in Texas. Some corporations and hedge fund owned practices utilize AI--non-humans--to do part of a session. This could be dangerous. I don't think the Council does enough to educate and advocate for us in regard to legislators who do not understand the practice of mental health and they try to legislate, dictate, how we should practice. Do we have to spend our time on human trafficking each renewal period? Once every 10 years would be sufficient. Most of us will never have a trafficked person show up in our office. A formerly trafficked person could show up, perhaps, in some settings. If I don't feel qualified to treat them, I would refer. And example of a good idea that is onerous and doesn't protect the public. Better that the state educate the public with those dollars so anyone can identify a potential victim.	1/6/2026 3:54 PM
423	NA	1/6/2026 3:10 PM
424	Continue to be supportive and work with other states to enhance ability of counselors to provide treatment in other states through reciprocity.	1/6/2026 2:17 PM
425	Maintaining ethical standards	1/6/2026 1:49 PM
426	To keep the statutes, rules and processes up to date with what is happening in the world.	1/6/2026 1:07 PM
427	I know the council exists to protect the public but it would be nice if they also existed to protect the licensee.	1/6/2026 12:28 PM
428	They serve a purpose and keeping that focus and being unbiased is key.	1/6/2026 12:00 PM
429	Be transparent. Keep licensed individuals on the disciplinary review panels.	1/6/2026 11:22 AM
430	Put people on the council who have actually practiced and are not simply pencil pushers.	1/6/2026 9:22 AM
431	Continued ability to contact the Council if needed	1/6/2026 8:24 AM
432	I appreciate all that you are doing. Immigration, culturally competency are important.	1/6/2026 1:07 AM
433	Licensing	1/6/2026 12:21 AM
434	Understand other states have different programs applicable to the field.	1/5/2026 11:17 PM
435	Accurate, timely information regarding licensure needs	1/5/2026 8:42 PM
436	All of the above mentioned items.	1/5/2026 8:02 PM
437	N/A	1/5/2026 6:22 PM
438	Advocacy for the counseling compact at the state level	1/5/2026 4:51 PM
439	Keep me updated on changes.	1/5/2026 4:09 PM
440	Rules seem to proliferate. Some are clarifications. Others may be seen as unnecessary intrusions (No examples. May not be true. But it is fodder for paranoia!!) SMILE!	1/5/2026 3:22 PM
441	Advocate for separation of psychology.	1/5/2026 3:11 PM
442	Help uphold counselors integrity and services.	1/5/2026 2:46 PM
443	Oversight of reasonable, fair and objective standards that do not discriminate against conservative values and Christian values as well as support and protect licensees from discrimination or being minimized.	1/5/2026 2:36 PM
444	I wish there were better ways to find providers for referrals.	1/5/2026 2:29 PM
445	My most important expectations of the Texas Behavioral Health Executive Council are clear, consistent, and plain-language guidance that reflects real-world clinical practice, including telehealth and continuity-of-care realities for Texas residents. I also expect transparent,	1/5/2026 2:25 PM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

efficient processes that reduce unnecessary administrative burden while prioritizing public protection, workforce sustainability, and equitable access to mental health care.

446	Provide qualify CE classes lists	1/5/2026 2:16 PM
447	Keep working at the same standards of operation.	1/5/2026 2:12 PM
448	See above response.	1/5/2026 1:33 PM
449	Provide information on CEUs and how to use the website for CEUs to get credit.	1/5/2026 12:53 PM
450	To support and advocate for our profession at the state level and to set expectations for ethical practice.	1/5/2026 12:21 PM
451	Licensing and ethical questions; clarifying licensing laws and regulations	1/5/2026 12:08 PM
452	The Council is meant to protect Texas citizens. Letting anyone get a license and letting anyone supervise is in direct opposition of the Council's duty.	1/5/2026 12:03 PM
453	Improved engagement with the counseling compact and provision of interstate counseling for established clients.	1/5/2026 11:54 AM
454	Clear and prompt communication, the ability to watch hearings and other procedures, and willingness to assist counselors as needed.	1/5/2026 11:42 AM
455	Any positive expectation of the Council is hopeless. I am grateful for the opportunity to vent my frustrations. Thank you for the survey.	1/5/2026 11:41 AM
456	Making sure there are quality licenses coming into the profession.	1/5/2026 11:31 AM
457	Timely information and communication	1/5/2026 11:28 AM
458	unsure	1/5/2026 10:59 AM
459	The most important are keeping us informed on changes in the law, rules and statutes. Also, allowing us to have input when the council is considering a change in them.	1/5/2026 10:50 AM
460	Support the licensees and the public. This is a difficult profession and the council could do a better job supporting its licensees.	1/5/2026 10:46 AM
461	keeping our profession up to date on changes.	1/5/2026 10:34 AM
462	Be better. Currently somewhat of a blackhole.	1/5/2026 10:31 AM
463	To recognize the needs of the professionals but also the clients.	1/5/2026 10:06 AM
464	Processing my licensure application every two years. If I have no complaints from my clients, then you are left to assume that I am practicing ethically within the scope of my license and you can leave me alone and let me continue to help my fellow planet walkers without further interference. Thank you.	1/5/2026 9:44 AM
465	Unknown	1/5/2026 9:42 AM
466	Support from people who have been in the same role as the person seeking support.	1/5/2026 9:40 AM
467	Notifying the public of rule changes in a timely manner, so they are not out of compliance.	1/5/2026 9:34 AM
468	To advocate for the providers in many instances, it would be nice to be able to practice across state lines and have a cooperative interstate agreement allowing us to do so	1/5/2026 9:32 AM
469	Oversight is the responsibility of the council, and I believe this is done well.	1/5/2026 9:24 AM
470	continue providing easy access to rule updates, continue providing support	1/5/2026 8:44 AM
471	To simplify the licensing process so it takes less time, less money and has more transparency. It is difficult to tell where you are in the licensing process by referring to the website. I tried to not call and go by the rules, but then had no idea there was an issue, and my license was not being processed. By that time, my background check on the required website had timed out, and I had to pay and go through the entire process. It was confusing and time-consuming. The web support looks and feels outdated.	1/5/2026 8:38 AM
472	Helping us stay professional, ethical and safe in our field to better serve our clients.	1/5/2026 7:19 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

473	Advocacy for the profession, continuing education and ensuring the quality and integrity of our profession through CACREP programs and institutions.	1/5/2026 5:45 AM
474	I'm hoping the renewal process will answer my questions regarding submitting CEUs and such.	1/4/2026 10:11 PM
475	Focus on the founding philosophy of social work!	1/4/2026 8:57 PM
476	We need more support against the state government. They do not care about their people.	1/4/2026 8:55 PM
477	It is important for the council to keep us updated with ethic changes.	1/4/2026 7:42 PM
478	Not sure.	1/4/2026 7:19 PM
479	Being aware and educated of trends in our field and communicating with licensees and the public--ie, AI, Telehealth, modalities, etc.	1/4/2026 6:56 PM
480	Stream line the application process; create standards that are aligned with NBCC and national standards.	1/4/2026 6:11 PM
481	Manage appropriate changes to licensing once a year. Only email us when it's a serious matter. You send way to many emails. Go back to where each licensed type has a separate board. Since moving to BHEC things have fallen apart. Trying to get help or answers to questions is a disaster.	1/4/2026 6:03 PM
482	Providing the resources to help lobby for the items mentioned above.	1/4/2026 5:08 PM
483	To adhere to the spirit and purpose of counseling and not to conceded to political pressure or suppression regarding the need for equity, justice and diversity in counseling professions and practice. The counseling office is the one space is the one place where everyone - including the counselors - should feel safe engaging the process.	1/4/2026 4:19 PM
484	To fight and defend the integrity of what it takes to become an LPC in the state of Texas. Those who serve on the Board needs to be well versed in what it take to earn and maintain licesure.	1/4/2026 4:07 PM
485	Accessibility to members and the public	1/4/2026 3:26 PM
486	clearer communication on steps to get something done (be more explicit, granular in your instructions)	1/4/2026 3:05 PM
487	Ensure your charter in followed by protecting the public from those that represent themselves as psychologists when they are not. This is going to be harder to do with those with master's or even doctorates in school psych and now refer to themselves as school psychologists.	1/4/2026 3:04 PM
488	Definitely be clear about rules and laws, and willing to make changes as needed with continued feedback from the public and licensees, being aware of what is happending in the fields that the Council governs, and remaining accessible to the public and licensees.	1/4/2026 2:41 PM
489	Help the professionals who depend on the agency to get through the process as efficient and swift as possible.	1/4/2026 2:35 PM
490	Work with other states to counsel clients in other states	1/4/2026 1:59 PM
491	To support counselors in Texas.	1/4/2026 1:36 PM
492	Answer questions thoroughly, directly, and quickly. Communicate clearly and broadly--so many clinicians don't seem to know about changes and updates and there's frequently confusion in the field.	1/4/2026 11:06 AM
493	To foster exceptional professional stabdards for all.	1/4/2026 10:55 AM
494	Provide updated information regarding licensure.	1/4/2026 10:34 AM
495	Clear rules and regs outlined	1/4/2026 10:13 AM
496	Communication. I had to do 39 hours of CEUs to get my 30. My 15- hour supervision did not count.	1/4/2026 10:03 AM
497	Communicating relevant changes to licensure and supervision rules	1/4/2026 9:47 AM
498	Advocacy and assistance with Student Loan Forgiveness for those in public health settings	1/4/2026 7:43 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

499	Clear expectations and effective communication.	1/4/2026 4:44 AM
500	I don't have any expectations as my experience has been absolutely horrible. My expectations are to never, ever have to deal with anybody from the Council.	1/4/2026 1:42 AM
501	Protect the public but ALSO try to help your licensees or develop a group the DOES advocate for us.	1/3/2026 11:57 PM
502	not sure	1/3/2026 7:57 PM
503	Availability	1/3/2026 7:01 PM
504	Advocate for your licensees. Stop requiring the use of the CE broker.	1/3/2026 6:53 PM
505	Maintaining quality provision of services to the citizenry of the state.	1/3/2026 5:58 PM
506	Easy online licensing process	1/3/2026 5:53 PM
507	To be reachable, by that I mean being able to speak to someone (real person) when seeking information or asking questions. Just referring someone to the site as often is the go to, help them through the process.	1/3/2026 5:24 PM
508	Most important would be to create a way to share new rule proposals or changes so anyone could understand them and feel confident in their meaning and intention. Next would be to address the concerns listed above.	1/3/2026 4:45 PM
509	See above	1/3/2026 4:23 PM
510	I have not interacted with the council much since I've only been licensed as an associate for one year now. This being the case, I think the Council has done a good job over the past year, and I don't currently have needs from them.	1/3/2026 3:46 PM
511	Timely info on changes in rules and practice issues	1/3/2026 2:59 PM
512	Encourage better tracking of the workforce to understand supply and demand. SW Licensure Compact Support clear rules for CE that ensure providers can serve diverse populations, opposing changes that might weaken this requirement.	1/3/2026 2:21 PM
513	Protect Texans by enforcing the ethical practice of counseling	1/3/2026 1:34 PM
514	not sure at this time.	1/3/2026 12:50 PM
515	Supporting clinicians and patients, which the Council does not do.	1/3/2026 12:41 PM
516	Greater clarity and consistency of information, ethics, and policy on the use of social media and AI in the practice of psychology. Increased support/advocacy for promoting the practice of psychologists as a unique profession offering distinct services of value to our community.	1/3/2026 12:32 PM
517	Provide accurate information regarding our licensing requirements, governing regulations, and adjusting as the climate of the world and profession changes.	1/3/2026 12:24 PM
518	See above comments.	1/3/2026 12:23 PM
519	Increase pay	1/3/2026 11:00 AM
520	To keep me up to date on rules and regulations I need to follow.	1/3/2026 10:53 AM
521	That they continue to communicate important updates, changes, and rules.	1/3/2026 10:03 AM
522	Regulations inspections, access to telehealth services by all and continued monitoring of Counselors to protect rights of all	1/3/2026 10:02 AM
523	Keep me informed so I stay in compliance	1/3/2026 9:53 AM
524	That they review the greater risk the situation of not being able to continue providing care to clients outside of Texas	1/3/2026 9:44 AM
525	Consumers and professionals alike should expect to deal with honorable people who treat everyone as they, themselves, would expect to be treated.	1/3/2026 9:24 AM
526	Resume having people who are actually IN the profession being the ones operating the council	1/3/2026 8:43 AM
527	see 18	1/3/2026 8:32 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

528	I would like for them to be a resource to psychologists instead of a burden.	1/3/2026 8:25 AM
529	I do not know	1/3/2026 7:40 AM
530	Na	1/3/2026 6:50 AM
531	Clarity of protocol, brief summaries of rule changes	1/3/2026 6:04 AM
532	I would like the Council to consider seeking state-to-state reciprocity. I believe there is a group of 13 states that have it currently.	1/3/2026 5:27 AM
533	None at this time	1/3/2026 12:00 AM
534	Be fair.	1/2/2026 11:37 PM
535	Be there if I need them	1/2/2026 11:28 PM
536	Ease and support throughout my profession.	1/2/2026 10:57 PM
537	Help LPA s obtain recognition to improve job availability and income.	1/2/2026 10:50 PM
538	Transparency, timeliness, simplifying and clarifying our obligations.	1/2/2026 9:55 PM
539	See above	1/2/2026 8:33 PM
540	Increase the requirements for counselors and programs. We have a flood of new counselors who don't have the basics they need to provide quality care.	1/2/2026 7:39 PM
541	That the Council represents Texas counselors, and their desire to practice in other states.	1/2/2026 7:07 PM
542	That the council keep our profession a respectable profession via the decisions they make regarding how we practice.	1/2/2026 6:49 PM
543	Continuing to be responsive to inquiries and advocating for our profession.	1/2/2026 6:44 PM
544	communication, transparency, support during a challenging time in our country	1/2/2026 6:40 PM
545	Licensing processing times.	1/2/2026 6:37 PM
546	Just supporting the professionals.	1/2/2026 6:35 PM
547	to balance the role of protecting the public without losing sight of the professionals under their care	1/2/2026 6:23 PM
548	Clarity	1/2/2026 6:20 PM
549	Keep boards in charge of own practice.	1/2/2026 6:09 PM
550	That they fairly represent everyone and that the understand the difference between the different professions that are under the Council. There is a significant difference in training between LPC, Social Workers, LMFT and Psychologists. It is important that those making decisions over our profession understand what makes us different.	1/2/2026 5:55 PM
551	N/a	1/2/2026 5:40 PM
552	To guide us as professionals to how to be the best professionals. Also to protect our profession.	1/2/2026 5:28 PM
553	Whatever it takes to make sure you keep that Spinks guy in charge. He has done more for our profession in Texas than anyone in the previous 40 years. Although this comment might cause a giggle, I'm actually quite serious. Thank you.	1/2/2026 5:20 PM
554	I think the Council seeks to stay abreast of current issues in our profession.	1/2/2026 5:19 PM
555	I would like the Council to be well educated on the LPC-AT. I know art therapists who have made contact with Board and they were unaware of this specialty in our licensure.	1/2/2026 5:08 PM
556	To be for us rather than thinking you know better than us	1/2/2026 5:03 PM
557	That is unclear	1/2/2026 5:03 PM
558	Lower cost in-person high quality CEU - should be an annual directory of offerings in Texas on your website. If we need more EMDR practitioners than stop making underpaid LPCs shell out \$1500-\$2000 for training and credentialing and then more consulting - it's all a scam. I learned	1/2/2026 4:58 PM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

absolutely nothing from the years I spent paying a supervisor - that is a huge scam with the profession unless one is fortunate enough to find a gifted supervisor who actually teaches. I could technically become a supervisor at this point and I am honestly afraid to do so because I do not want a young counselor to feel resentful to me if they do not learn something beyond graduate school training. The only way to really learn is to work with clients together. When I worked at UT, I trained a therapist who was in graduate school and it was effective because she was sitting in on my sessions observing me.

559	To continue to keep us updated on issues that would allow our profession to excel into the current nuances of mental health progression. It's understandable that we must maintain a level of professional ethics, policy, and procedures, to practice with excellence and safety for our clients and ourselves. However, I do believe that we must also make room for advancement and how we execute a professional service to the mental health community and our clients. The Compact Agreement allows for this kind of growth.	1/2/2026 4:52 PM
560	Ease of communication and connection	1/2/2026 4:47 PM
561	Advocating for counselors	1/2/2026 4:43 PM
562	Transparency-which I feel they are doing well	1/2/2026 4:40 PM
563	Equality, updated/accurate information and providing a platform for voices to be heard	1/2/2026 4:26 PM
564	N/a	1/2/2026 4:13 PM
565	Rapid turn around for licensing updates. The council does a great job with this compared to a decade ago! Thank you!!!	1/2/2026 4:06 PM
566	To oversee the full process of anyone seeking licensure in the state of Tx in meeting all of the state standards as well as those who are already licensed and practicing.	1/2/2026 4:04 PM
567	To answer questions and provide guidance for licensure.	1/2/2026 3:47 PM
568	Sharing information	1/2/2026 3:22 PM
569	Licensure and ethical information.	1/2/2026 3:18 PM
570	Find a way to fund research into what kind of education leads to truly effective counselors.	1/2/2026 3:16 PM
571	None at this time	1/2/2026 3:15 PM
572	To actually read our responses instead of them going to a folder where nothing ever gets read.	1/2/2026 2:44 PM
573	To continue to provide guidance on requirements	1/2/2026 2:34 PM
574	License management	1/2/2026 2:31 PM
575	Provide rules and regulations and make them easy to follow and access.	1/2/2026 2:21 PM
576	To make statutes, rules more user friendly in language to improved understanding of information.	1/2/2026 2:16 PM
577	To continue to adapt to current times, needs and culture.	1/2/2026 2:06 PM
578	I wish the board could answer questions instead of dodging them (asking licensees to interpret)	1/2/2026 2:05 PM
579	n/a	1/2/2026 1:37 PM
580	To support our understanding and compliance of ethical guidelines and make it easy to navigate	1/2/2026 1:37 PM
581	See my answer for question 22.	1/2/2026 1:37 PM
582	Upholding values and ethics with this administration	1/2/2026 1:34 PM
583	The council may need a broader consultation with practitioners who are not licensed and understand how and what they do.	1/2/2026 1:32 PM
584	Clear communication of the guidelines for ethical practice.	1/2/2026 1:31 PM
585	Current information and ease of renewals and portal for professional development	1/2/2026 1:30 PM
586	Update and implement rules for licensed professionals	1/2/2026 1:25 PM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

587	For me, in my private moments, to be able to think of the work you do, and continuously say "thank you."	1/2/2026 1:25 PM
588	Not sure	1/2/2026 1:22 PM
589	The council is called "Behavioral Health". Council member should be the example of behaving healthy.	1/2/2026 1:20 PM
590	Prompt, courteous thoughtful responses to questions.	1/2/2026 1:18 PM
591	See above	1/2/2026 1:09 PM
592	Weed out the incompetent ones - Do better on the website to warn the public of the "signs" that their counselor/psychologist might be hurting them.	1/2/2026 1:02 PM
593	Renewals and learning about changes	1/2/2026 1:02 PM
594	Transparency continued	1/2/2026 1:00 PM
595	safety related ones	1/2/2026 12:39 PM
596	Open meetings and access to information.	1/2/2026 12:38 PM
597	To be granted access to Texas clients although I know longer live there	1/2/2026 12:33 PM
598	CE	1/2/2026 12:28 PM
599	Protect the public, provide guidelines and clarification to providers, maintain high ethical and legal expectations for licensees.	1/2/2026 12:24 PM
600	Continue to provide adequate information regarding licensure, rules, standards, etc	1/2/2026 12:17 PM
601	Safeguarding the professional knowledge of its members and advocating against government overreach	1/2/2026 12:12 PM
602	To help us providers conduct better delivery of services.	1/2/2026 12:07 PM
603	That they balance the need to support licensed therapists and keep the public safe	1/2/2026 12:06 PM
604	to allow me to renew my licenses with ease and efficiency, to be available for me when I have a legal question or need guidance	1/2/2026 11:58 AM
605	Better communication on issues	1/2/2026 11:58 AM
606	Continue to protect the public	1/2/2026 11:53 AM
607	no comment	1/2/2026 11:43 AM
608	Maintain realistic standards for practice and take action on complaints.	1/2/2026 11:39 AM
609	The information and updates need to be spread through social media outlet.	1/2/2026 11:32 AM
610	cont advocacy	1/2/2026 11:27 AM
611	Keep informed about changes in practice, licensing, and the effect of current events affecting the population to serve.	1/2/2026 11:18 AM
612	None	1/2/2026 11:16 AM
613	N/a	1/2/2026 11:15 AM
614	Doing a great job!	1/2/2026 11:06 AM
615	Alternatives to the traditional EPPP system	1/2/2026 11:01 AM
616	My most important expectation of the Council is the modernization of the school psychology license to align with the training, scope, and professional autonomy granted to other master's and specialist-level mental health providers in Texas. I need the Council to recognize that the current restriction confining school psychologists to the school setting is an outdated regulatory relic that does not reflect the rigor of our NASP-approved graduate programs. Just as Licensed Professional Counselors and Social Workers are trusted to serve the community independently, school psychologists, who often have more extensive training in psychological assessment and crisis intervention, should be permitted to practice in clinics, hospitals, and	1/2/2026 11:01 AM

private settings without the redundant requirement of a secondary license. Furthermore, I expect the Council to address the "recruitment disadvantage" created by these current restrictions. To maintain a robust workforce, the profession must be appealing to new talent. This requires offering the same career flexibility found in peer disciplines like counseling, speech pathology or occupational therapy, where practitioners can create a "bridge of services" between schools and the community. I expect the Council to dismiss the concern that independent practice would drain the school system; rather, it would mitigate burnout and attrition by providing the professional variety and mobility necessary for career longevity. Finally, I need the Council to prioritize public safety by ensuring that Texas families have access to the highest level of diagnostic expertise both inside and outside of the school building. With the influx of evaluation needs triggered by the Texas voucher law, it is a critical expectation that the Council remove the barriers preventing school psychologists from meeting this public demand. By aligning our scope of practice with our actual training, the Council can ensure that parents are not forced to seek inaccurate evaluations from less-trained individuals, but can instead access the specialized expertise of school psychologists within their own communities. One common counterargument to allowing school psychologists to practice independently is the concern that it would pull practitioners away from the public school system during a national shortage. However, professional evidence from other states and peer disciplines suggests the opposite: a restrictive scope of practice actually exacerbates the shortage by driving burnout and forcing talented professionals out of the field entirely. When practitioners are locked into a single setting with unmanageable caseloads and no professional mobility, the "ceiling" on their careers becomes a primary reason for attrition. By contrast, giving school psychologists the option for independent practice provides the professional variety and autonomy necessary to sustain a long-term career. We can look to peer mental health professions in Texas for proof that dual-practice models work. Thousands of Licensed Professional Counselors (LPCs) and Licensed Clinical Social Workers (LCSWs) work within Texas school districts while also maintaining private community practices. These professions have not seen a collapse in their school-based numbers; instead, the flexibility to serve both the school and the community makes those career paths more sustainable and attractive. These clinicians are able to bring their private-sector clinical insights into the schools and vice-versa, creating a more robust mental health network. Furthermore, states like California, Ohio, and Florida, which allow specialist-level school psychologists to practice independently, demonstrate that this model creates a more resilient workforce. In these states, the ability to practice privately acts as a retention tool, allowing professionals to adjust their work-life balance throughout different stages of their careers without leaving the profession. If Texas continues to restrict school psychologists to a single setting, it will continue to lose them to other fields that offer more professional freedom. Opening the scope of practice does not pull experts out of schools; it creates a bridge that keeps them in the profession and ensures the public can access their unique expertise.

617	Clear, Consistent, and Timely Communication I expect the Council to: • Provide guidance that is easy to understand and consistently applied • Communicate changes before they create compliance problems • Respond to inquiries within reasonable, defined timeframes	1/2/2026 11:00 AM
618	N/A	1/2/2026 10:58 AM
619	As long as the Council operates at the mercy of the Texas governor and our current President, I have absolutely ZERO confidence or expectation that it will do what is best for ALL Texans, and will instead do as it is told, and codify into its Acts & Rules that some Texans are "second-class" citizens and don't deserve the same level of care and advocacy as others.	1/2/2026 10:54 AM
620	Just representation and information as needed	1/2/2026 10:53 AM
621	Monitor the professional providing of counseling services.	1/2/2026 10:53 AM
622	Monitor what "therapists" are doing to protect the public from counseling incompetence.	1/2/2026 10:52 AM
623	I want them to cut the crap rule and get down to the things that are important like living wages, additional job pathways to promote or grow, and offer training that is helpful and not just fluff.	1/2/2026 10:52 AM
624	getting information to support the requirements of Tx for mental health practice.	1/2/2026 10:48 AM
625	have the same standards for renewals as all states. Not charge to obtain records.	1/2/2026 10:45 AM
626	License renewal, CEUs, and investigations.	1/2/2026 10:31 AM
627	Be available to answer questions to those of us actually working in the field. We need the council to be supportive of us.	1/2/2026 10:29 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

628	Regulate with the only agenda being the welfare of the public, and not anyone's political mission. Which is obviously very difficult to do when you're appointed by the governor, since then your first duty is necessarily to the governor, not the public. But really, you need to try.	1/2/2026 10:29 AM
629	To disseminate information about what is happening at a higher level in the government (state and federal) and let us know how it will affect our clients and practices.	1/2/2026 10:27 AM
630	Advocacy of the profession	1/2/2026 10:25 AM
631	To maintain ethical and legal integrity to our professions	1/2/2026 10:21 AM
632	advocacy for the profession.	1/2/2026 10:20 AM
633	Being available to clarify rules and expectations. The Listening Hour has been VERY helpful in this, so please keep doing them! In the past, I have gotten conflicting answers when calling the Board for answers, so being able to ask the question directly, which several members available for answers has helped immensely!	1/2/2026 10:20 AM
634	Most important would be quick response times. Many times things in our field must be handled quickly and staying on top of the response times will be beneficial!	1/2/2026 10:17 AM
635	To be responsive	1/2/2026 10:15 AM
636	Mental health advocacy for access	1/2/2026 10:14 AM
637	Providing accurate information.	1/2/2026 10:14 AM
638	To review reciprocity	1/2/2026 10:12 AM
639	See 23	1/2/2026 10:10 AM
640	What I often hear from the grapevine is that "the Council will hang you out to dry" if, or when you... There is no sense of support and backing from there Council, only more rules, laws, and restrictions--and more fear within the profession. Also, practitioners I know (including myself) believe insurance companies are also increasing rules and other restrictive language which to their benefit, prevent payment for a growing number of items. In the end, more and more clients do not receive treatment; causes professionals to spend more time with administrative notes and efforts to the point it is not worth the effort to accept certain insurances (i.e, Medicaid, Medicare); and professionals seem to be witnessing a pendulum shift; shifting from treatment requirements determined by the counselor and the client(s) to decisions made by insurance representatives who are not mental health professionals.	1/2/2026 10:10 AM
641	Transparency, helping the profession to be taken more seriously by state and federal entities (and showing our value/getting us good pay), regulating/handling issues	1/2/2026 10:09 AM
642	To stand up for ALL Texans related to access of mental health services. To simplify the processes for renewing licenses, reporting CEUs, taking human trafficking courses, etc. It's all very piecemeal and the online platforms are not user-friendly. The Texas Teacer Retirement system platforms are much easier to use and could be a model for efficiency and ease of use	1/2/2026 10:07 AM
643	Transparency and help for those of us who are not part of big tech or large corporations	1/2/2026 10:06 AM
644	Honestly, please keep doing what you are doing. You make it easy after the license is obtained; I've never thought you need to do something better!	1/2/2026 10:05 AM
645	Slow attrition rates for our profession. More support for counselors who are in rural communities.	1/2/2026 10:05 AM
646	Accurate timely information easily available on the website.	1/2/2026 10:02 AM
647	To lead social work in a positive direction so that we can continue to positively impact society	1/2/2026 10:01 AM
648	implementing compact- equal ethics and standards across boards	1/2/2026 10:00 AM
649	keeping up to date with the new rules and relicensing	1/2/2026 9:58 AM
650	To safeguard the profession and to ensure the highest standards of care are practiced by licensees.	1/2/2026 9:57 AM
651	Leadership	1/2/2026 9:56 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

652	Communication of standards and expectations. I think that y'all do that well. Thank you.	1/2/2026 9:55 AM
653	N/A	1/2/2026 9:53 AM
654	N/A	1/2/2026 9:50 AM
655	Unbiased approach through mental healthcare, clear communication about rules, and rule changes	1/2/2026 9:50 AM
656	Timely communication without red tape	1/2/2026 9:49 AM
657	I like the open meeting opportunities for each license profession.	1/2/2026 9:49 AM
658	Join the counseling compact!	1/2/2026 9:47 AM
659	Responsiveness	1/2/2026 9:46 AM
660	ensuring I get fully licensed	1/2/2026 9:46 AM
661	Timely renewal of license and clear explanation of legal/ethical/procedural updates	1/2/2026 9:45 AM
662	Represent the therapists and not the government	1/2/2026 9:26 AM
663	To advocate for standards, policies and practices that ensure behavioral health providers have better licensing opportunities and less bureaucracy so that they can focus on care,	1/2/2026 9:22 AM
664	N/A.	1/2/2026 9:21 AM
665	To help individuals with the process of licensing and renewals answer questions in a straightforward, quick and, professional friendly manner.	1/2/2026 9:21 AM
666	Provide information on changes to rules and policies.	1/2/2026 9:20 AM
667	Mire hands on	1/2/2026 9:19 AM
668	Open communication, timely communication and responses, clarity within rules and statutes.	1/2/2026 9:17 AM
669	To help professionals be successful.	1/2/2026 9:16 AM
670	Respect for members, respect for the profession, push government officials to understand the need for mental health professionals.	1/2/2026 9:15 AM
671	Licensing	1/2/2026 9:14 AM
672	The help limit barriers for licensed counselors.	1/2/2026 9:14 AM
673	Improved communication regarding updates to renewal and CEU classes required, better website for sure.	1/2/2026 9:12 AM
674	1) Up to date information and easy access to same. 2) reigning in the outliers of political/ideological practitioners by creating mandatory adherence to 'unbiased' service provision. *I want everyone to know the Council is doing an outstanding job in comparison to just a few years ago.	1/2/2026 9:12 AM
675	To hear the voices of what is happening in our state and help us do our jobs professionally. Since I no longer have a social worker over me at my job, I'm the head social worker. It would be nice to have someplace to go for ethical discussion and dilemmas. I contact NASWTX and Will Francis for big things, but it would help (and take some of the load off Mr. Francis) if there were small pockets of, or a dedicated group for consultation. This might also lower the number of complaints that are reported, because social workers will know about and have access to a group they can contact when potential ethical conflicts arise.	1/2/2026 9:12 AM
676	Unsure	1/2/2026 9:11 AM
677	I want to stay in compliance, but the website and continual changes to rules makes it hard for me to know if I'm doing it. The new language around what is acceptable for CEUs is difficult to understand.	1/2/2026 9:11 AM
678	Accurate, timely information is essential	1/2/2026 9:09 AM
679	Licensing needs. I have no expectations, frankly.	1/2/2026 9:06 AM
680	Be responsive and help us practice so we can effectively serve our clients. This benefits	1/2/2026 9:05 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

	everyone.	
681	Support	1/2/2026 9:00 AM
682	NA	1/2/2026 8:58 AM
683	Answer or return calls in a timely manner.	1/2/2026 8:56 AM
684	STAFF: Good Customer services WEBSITE: User friendly.	1/2/2026 8:54 AM
685	Transparency regarding decisions being made on our behalf. Improving relations with social workers and improving level of trust being council changes and motives. Increased transparency on how legislators or outside businesses benefit financially from decisions, increased business and side professional benefits available to people making decisions on our behalf and increased partnership with the NASW. Please explain and show how attorneys involved have a background in social services instead of litigation and profits. Overall the council seems to be cold hearted, distant and without clear communication. Increase options for input and local actors outside of Austin.	1/2/2026 8:53 AM
686	No feedback.	1/2/2026 8:51 AM
687	To explain things simple. To provide annual policy changes instead of monthly changes. You could reduce your costs.	1/2/2026 8:50 AM
688	Be responsive and serve the needs of counselors.	1/2/2026 8:49 AM
689	None	1/2/2026 8:49 AM
690	Stand up to those who wish to reverse best practices in treatment of people whobare LGBTQ...especially our trans kids, teens.	1/2/2026 8:49 AM
691	Guidance, education, protection, rehabilitation, being as firm as it is human.	1/2/2026 8:49 AM
692	See above !	1/2/2026 8:49 AM
693	Keep me updated in matters	1/2/2026 8:49 AM
694	I do not like the trend of putting so much responsibility on LPC Supervisors again. While we are supervisors, we cannot live in our associate's heads and make decisions.	1/2/2026 8:49 AM
695	Less complexity and red tape. See above.	1/2/2026 8:47 AM
696	Protecting the validity of licenses	1/2/2026 8:46 AM
697	It appears the Council is doing a good job of managing it's responsibilities.	1/2/2026 8:44 AM
698	To keep me informed of rules changes.	1/2/2026 8:43 AM
699	To provide me with a license whenever I need it.	1/2/2026 8:42 AM
700	Making a better website would be helpful. Communicating updates, as you do. Protecting clients and therapists rights.	1/2/2026 8:42 AM
701	Support for maintaining licensure.	1/2/2026 8:41 AM
702	Timely communication of issues affecting licensees, upholding standards and disciplinary actions.	1/2/2026 8:40 AM
703	Provide a safe space of equality and helpfulness to the licensed professionals.	1/2/2026 8:40 AM
704	Be polite and clarify rules and statues when providers have questions.	1/2/2026 8:38 AM
705	Help in being able to afford a living while getting a private practice business built up.	1/2/2026 8:38 AM
706	The Council should be a place where we find advocates for the profession, esp with insurance companies and the legislature	1/2/2026 8:36 AM
707	Continuing standards that provide quality clinicians and supervisors to service the public.	1/2/2026 8:36 AM
708	Consistent availability and informed responses. Thank you for your commitment to practitioners and your respectful, kind responses in the regular on line meetings.	1/2/2026 8:34 AM
709	Those noted above	1/2/2026 8:31 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

710	To be accessible if there are legal or ethical dilemmas that cannot be easily clarified by reviewing the handbook.	1/2/2026 8:30 AM
711	NA	1/2/2026 8:29 AM
712	Simplicity, clarity, and communication.	1/2/2026 8:28 AM
713	maintain community respect in trust in counselors	1/2/2026 8:27 AM
714	Provide oversight to consumers and support for providers	1/2/2026 8:27 AM
715	Continued guidance on ethical rules to follow within our profession with our clients.	1/2/2026 8:27 AM
716	Advocating at the state level and federal level.	1/2/2026 8:26 AM
717	None right now	1/2/2026 8:25 AM
718	Distribution of information.	1/2/2026 8:25 AM
719	Support us.	1/2/2026 8:25 AM
720	Responsibilities to the social workers who feel the board doesn't care about us or even barely exist except when we have to pay something	1/2/2026 8:25 AM
721	Help with licensing.	1/2/2026 8:24 AM
722	To be my peers who understand what we actually do	1/2/2026 8:24 AM
723	To be helpful and kind to counselors not make our job harder. I would like to feel like we are a team so we can better serve the public.	1/2/2026 8:24 AM
724	To uphold ethics and legal standards for licensure. To explore ways to keep our field legitimate.	1/2/2026 8:21 AM
725	Accessibility	1/2/2026 8:19 AM
726	My primary expectation of the Council is to balance public protection with practical, contemporary regulation that supports access to care and clinician sustainability. This includes timely licensing decisions, clear and consistent rule interpretation, and proactive guidance on emerging practice issues such as telehealth and interstate care. Above all, I hope the Council continues to adapt its policies to reflect how mental health services are delivered today, ensuring that clients can receive consistent, uninterrupted care regardless of temporary geographic location.	1/2/2026 8:19 AM
727	advocacy for greater support from the government, more funding opportunities	1/2/2026 8:18 AM
728	decisions and rules re: ketamine	1/2/2026 8:17 AM
729	Renew my license on time	1/2/2026 8:16 AM
730	Clear and consistent communication	1/2/2026 8:16 AM
731	Licensure/renewal	1/2/2026 8:15 AM
732	Protect the public Ensure the quality of mental health professionals treating the public has proper training and is behaving ethically & professionally Remain independent of professional association influence	1/2/2026 8:15 AM
733	Help supervisors be very clear on rule updates so there is greater consistency in how the board rules are applied across supervisors.	1/2/2026 8:13 AM
734	NA	1/2/2026 8:09 AM
735	Consistency (with rules, processes, etc), openness (listening hours are great!), and responsiveness are key. Thank you for all you do.	1/1/2026 11:01 AM
736	To maintain the security of the system to keep licensure valid	1/1/2026 7:41 AM
737	NA	12/28/2025 3:35 PM
738	To make themselves available to the licensees and respond to and answer inquiries (I.e, Communicate).	12/27/2025 11:52 AM
739	Have a in person meeting annually	12/25/2025 10:54 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

740	fight for the compact, and continue to make it as easy as possible for us to ceu's in and licenses renewed	12/24/2025 1:09 PM
741	Clear guidance, timely responses, and consistent application of rules. It is important that the Council understands how regulations impact providers working in real-world settings.	12/23/2025 11:57 AM
742	To continue with transparency and continuing to host public forums. I appreciate all that the Council does for licensees in Texas.	12/23/2025 10:30 AM
743	Continue to provide updates and important information on licensing in Texas.	12/22/2025 12:52 PM
744	As you are in charge of licensing, it might be wise to look into regulating VCs. They aren't medical & encourage new clinicians to break rules. They don't know any better. Poor oversight & that's ur job	12/19/2025 10:58 PM
745	Advocate for the ethics and values of our profession to remain in line with standards of practice agreed on by major counseling and medical organizations like the ACA, APA, and AMA.	12/19/2025 10:32 AM
746	transparency, try to keep us up to date and clear when rules are changed	12/17/2025 1:27 PM
747	Make thoughtful, apolitical choices that follow the needs of clients and families. Don't lobby as a group thinking all therapists are of one mind. We are very diverse. Stay in your lane.	12/17/2025 12:36 PM
748	Licensing, reminders and knowing any current changes	12/17/2025 11:43 AM
749	Protection of the public while also upholding standards of our professions including scientific and ethical standards of care.	12/17/2025 10:45 AM
750	Joining the Compact	12/17/2025 9:12 AM
751	Inform and communicate	12/17/2025 5:59 AM
752	I have no expectations after being told the council is not there to serve me but serve and protect the public from me and other LPC's	12/16/2025 9:41 AM
753	Make it easy and very clear for therapists to understand the rules of our profession.	12/15/2025 11:13 AM
754	Timely and professional communication regarding license needs	12/14/2025 3:58 PM
755	The Council is to create & maintain the Rules & standards of the profession as well as ensure that those in the field are faithful to that.	12/13/2025 8:36 PM
756	Protect public and support us	12/13/2025 5:36 PM
757	Executive , Judicial, Legislative Regulation Supervision Credits and Distribution License Distribution and Regulation Professional License Representation Behavioral Health Regulation Review (DSM included)	12/13/2025 12:13 PM
758	Making sure the public is safe. Creating expectations.	12/12/2025 9:58 PM
759	None	12/12/2025 9:28 AM
760	That we are able to quickly and swiftly get information about rules, etc., that we need to practice ethically and legally	12/11/2025 7:49 PM
761	Uphold the dignity of the profession	12/11/2025 2:52 PM
762	professionalism, clear and timely communication, I had problems with this with the complaint process as well as staff answering questions over the phone	12/11/2025 1:39 PM
763	ongoing information being current	12/11/2025 10:24 AM
764	Keep our profession a profession! Social Workers who work in ED or hospital case management positions should not be allowed to pursue LCSW licensure simply based on those jobs/using those hours as clinical supervision hours. Would you go to them for psychotherapy services? I would not!	12/11/2025 9:32 AM
765	Advocate for appropriate increases in insurance reimbursement rates.	12/11/2025 9:23 AM
766	n/a	12/11/2025 7:52 AM
767	support for rules and recognition of my license.	12/10/2025 12:36 PM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

768	To ask for feedback like this....it is wonderful to think you folks might actually care what we think.	12/9/2025 9:16 PM
769	Maintain high ethical and educational standards for new and seasoned counselors.	12/9/2025 5:00 PM
770	Being able to communicate with them about my understanding of changes to rules.	12/9/2025 3:12 PM
771	Advocating and lobbying for the Counseling Compact to be passed.	12/9/2025 10:36 AM
772	Make licensing transparent and accessible	12/9/2025 9:36 AM
773	Supporting and ensuring unity and practicing diligence to adhere to the statutes, rules, and ethics of supervisors, supervisees, and licensed professional counselors to ensure credibility of the profession is maintained. Also- assisted progress on a legitimate Texas Counseling Compact. "Good" private, organization, and school counselors needs are in great need.	12/9/2025 8:15 AM
774	Keep improving quality of care to our clients and help us to be able to do our jobs without a ton of "red tape"	12/8/2025 5:56 PM
775	Clear guidance when there is ambiguity in the language of the rules.	12/8/2025 3:34 PM
776	N/A	12/8/2025 3:17 PM
777	Needs and expectations are being met.	12/8/2025 1:06 PM
778	Uncertain	12/8/2025 12:41 PM
779	already discussed	12/8/2025 12:39 PM
780	Easy, fair, transparent, and efficient. I think the council is doing a good job.	12/8/2025 10:56 AM
781	To continue to be up to date on new trends and keep licensing updated for practice.	12/8/2025 10:22 AM
782	Communication and responding to questions and concerns in a timely fashion.	12/8/2025 10:19 AM
783	The most important function is to provide an effective, yet fair, process to ensure the quality of service provided by LPCs.	12/8/2025 10:07 AM
784	Stay abreast of Govt interference and understanding of what it means to behave professionally because clearly that word means little to the current administration in the present climate	12/8/2025 7:20 AM
785	Transparency and professionalism	12/8/2025 12:51 AM
786	State guidelines of masters level students in school, completing hours & full licensure. Y'all wanted to be the boss. Do ur job.Stating it's not in ur scope means u didn't bother to read the rules yourself. We didn't have problems w rule following before 2019. You've made our profession a joke	12/8/2025 12:20 AM
787	My primary expectation is that the Council operates with the speed and efficiency necessary to support the growing mental health workforce. I expect the Council to use its regulatory authority to actively advocate for the professional standing and parity of LPCs in the broader healthcare system. I need reliable, accessible, and timely communication regarding rules, process changes, and general inquiries.	12/7/2025 1:37 PM
788	NA	12/7/2025 12:56 PM
789	above	12/7/2025 12:19 PM
790	Make obtaining and maintaining licenses straightforward.	12/7/2025 11:40 AM
791	Continue to focus on protecting the public!	12/7/2025 6:38 AM
792	Not just to protect the public, but to help us as professionals; as therapists.	12/6/2025 11:52 PM
793	Insure practitioners are providing ethically sound treatment. Entirely too many students are graduating training programs, entering internship/ Associate years of supervised practice and have no basic knowledge of how to accurately apply ethically concepts, legal statutes, and accurately diagnose clients. Again, I believe this is due to too many universities allowing online training and employing excessive number of rearranged instead of valuing clinicians contributions in educating students who adore to do clinical work.	12/6/2025 6:27 PM
794	Availability and response time	12/6/2025 10:24 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

795	Advocacy	12/6/2025 10:05 AM
796	Assistance with licensing; advocacy with policy makers	12/6/2025 7:55 AM
797	To be an complete body that informs, protects, and vets therapists.	12/6/2025 1:02 AM
798	Maintain licensing standards	12/5/2025 11:14 PM
799	Process license apps or renewals in a timely manner.	12/5/2025 10:22 PM
800	support helping the profession be more accessible. helping associates get reimbursement from insurances to increase accessibility for mental health care.	12/5/2025 9:21 PM
801	Responsiveness and this has improved greatly over the past few years.	12/5/2025 4:31 PM
802	protect therapists and keep them out of harms way.	12/5/2025 3:59 PM
803	Continue to provide updates on rules, expectations, and changes.	12/5/2025 3:03 PM
804	Lobbying with the Texas Legislature especially about mental health workforce shortages!	12/5/2025 3:03 PM
805	To support social workers and other professionals as we serve the community.	12/5/2025 2:36 PM
806	Communication and transparency	12/5/2025 2:17 PM
807	Na	12/5/2025 1:29 PM
808	Providing clear and efficient communication	12/5/2025 12:33 PM
809	To advocate for the integrity of the field. To assist those of us in the field to do our job.	12/5/2025 12:10 PM
810	Licensure, a fair and thorough complaint and remediation process (protection of the consumer), communication to members regarding law/requirements	12/5/2025 10:48 AM
811	License more minorities.	12/5/2025 10:18 AM
812	To keep providing viable information.	12/5/2025 10:01 AM
813	Accessibility and oversight	12/5/2025 9:48 AM
814	To act as gatekeepers to the field and protect the public. To advocate for mental health practitioners legal rights when best practices and/or ethics conflict with law(s).	12/5/2025 9:40 AM
815	Continue to provide strong advocacy and leadership for my profession would be a top priority.	12/5/2025 9:38 AM
816	Advocate for us with legislators.	12/5/2025 9:07 AM
817	I expect the council to serve the role of protecting the public while also providing fair review of professionals who serve the state. I also would like the council to do more advocacy for our profession as far as the Counseling Compact.	12/5/2025 8:38 AM
818	None at this time.	12/5/2025 8:33 AM
819	Maintaining license efficiently	12/5/2025 5:41 AM
820	I need help with the renewal process. I have many questions.	12/4/2025 9:17 PM
821	Professionalism.	12/4/2025 8:06 PM
822	Maintaining standards and procedures for the qualifications of and upkeep of our profession	12/4/2025 6:46 PM
823	Returning phone calls and better communication regarding CEU requirements.	12/4/2025 6:26 PM
824	I agree that their primary function is to protect Texans from unethical and unqualified social workers. That being said, the Council needs to adapt to changes in our society because there are already corporations out there hoping to make money off of Texans in need by providing services by computer that would be regulated by the council when those services are provided by people.	12/4/2025 5:32 PM
825	n/a	12/4/2025 5:31 PM
826	Advocating for licensees with the state. Communication with licensees.	12/4/2025 5:31 PM
827	More information for professionals who have been in practice for more than ten years	12/4/2025 5:18 PM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

828	Na	12/4/2025 5:17 PM
829	like the board notes and the board complaints specifics- helps to remind me of ethical issues; the transparency is helpful. Timely responses via email; need licensure to cost less.	12/4/2025 5:00 PM
830	Get Texas into the COMPACT	12/4/2025 4:45 PM
831	Please continue to do everything you can to facilitate reciprocal licensing with other states. I am beginning to worry about telehealth as a practice requiring specific skills & guidelines. I have no specific concerns as yet & I am reluctant to propose any because it is not my primary mode of practice.	12/4/2025 4:11 PM
832	To know that frustrations are heard and are taken into consideration.	12/4/2025 3:59 PM
833	I would like access to accurate information in a timely manner about MY license. Train staff on 1 or 2 licenses not ALL of them!!	12/4/2025 3:47 PM
834	To keep the public and licensees safe and supported.	12/4/2025 3:09 PM
835	Licensing continuations.	12/4/2025 3:08 PM
836	I know you're there to advocate for the public but sometimes I feel like I'm treated as the enemy. I finally gave up calling the board and now just call a board member for clarification	12/4/2025 2:59 PM
837	To protect BOTH license holders and clients; to help support license holders in their requirements and efforts to gain continuing education and advancement of our professions; to help advocate for license holders on a federal level wherever possible.	12/4/2025 2:35 PM
838	To continue to provide oversight to licensing to assure quality services and to provide support so that therapists can do their job in helping people to heal.	12/4/2025 2:25 PM
839	To better connect clients to therapist. Do we have a shortage of providers or just a lack of connection?	12/4/2025 2:08 PM
840	Answering questions	12/4/2025 1:49 PM
841	Ethics explanations.	12/4/2025 1:33 PM
842	none	12/4/2025 1:30 PM
843	Licensing, keep us informed on regulations.	12/4/2025 12:13 PM
844	They are doing a good job	12/4/2025 11:59 AM
845	Na	12/4/2025 11:32 AM
846	N/A	12/4/2025 11:24 AM
847	Make me aware of changes or updates with new requirements. Provide better CEU opportunities (I wish there were more advanced training opportunities that didn't cost so much. Information about latest treatment options in social work (what's working, what is coming, what to be aware of...etc) I always feel like I have to constantly look for what I need.	12/4/2025 11:03 AM
848	Guidance	12/4/2025 11:00 AM
849	I expect the council to detect and shut down shoddy practice	12/4/2025 10:46 AM
850	To provide clear guidance	12/4/2025 10:43 AM
851	Efficient renewal process, ease and responsiveness of communication, and support of the interstate compact.	12/4/2025 10:21 AM
852	Support with questions	12/4/2025 10:14 AM
853	To inform providers and protect the public.	12/4/2025 10:03 AM
854	Clarity and consistency and kindness. We're all working so hard including y'all	12/4/2025 9:46 AM
855	The Council's job is to 1) provide timely access to all the support and resources a practicing therapist requires to properly serve the public; and 2) provide all protections the public requires for timely, safe access to therapy services.	12/4/2025 9:27 AM
856	Support	12/4/2025 9:23 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

857	CONTINUED GREAT PROGRAMS AND SERICES	12/4/2025 9:17 AM
858	I believe everyone on the council should be required to have experienced mental health services (therapy, group interactions, assessment) in their lives before they make decisions about our profession.	12/4/2025 9:12 AM
859	Keeping providers safe	12/4/2025 8:55 AM
860	For the council to protect and support our profession, especially from insurance companies and tech companies.	12/4/2025 8:55 AM
861	Keeping us informed of rule changes and any other government decisions affecting social workers.	12/4/2025 8:53 AM
862	i don't know	12/4/2025 8:49 AM
863	I am VERY concerned about the EPPP Part 2, the proposed Texas exam, and how these things will affect training for our students. Working in a Texas Clinical Psychology PhD program, we work very hard to meet tedious training criteria to remain APA accredited, and we must remain so or students won't come to our university. I worry that we will now have to balance that with a licensing exam unique to Texas and the new training requirements that may entail. That said, the EPPP Part 1 is archaic, and therapists don't even use most of that information in practice. So, I am glad there is a movement to challenge the status quo. Keep doing that please!	12/4/2025 8:43 AM
864	Already stated them. Thanks.	12/4/2025 8:30 AM
865	Transparency.	12/4/2025 8:14 AM
866	1. to locate information about rules	12/4/2025 8:06 AM
867	protect the professional codes	12/4/2025 7:36 AM
868	Timely responses	12/4/2025 7:28 AM
869	Clear information on licensing and renewal	12/4/2025 7:07 AM
870	Support would like to see some free trainings if they are going to continue to make specific CEU topics a rule	12/4/2025 6:10 AM
871	Keeping updated on the ceus required to renew my social work license and if I have to get fingerprinted every time I renew	12/4/2025 5:41 AM
872	Secure the profession in that we exhibit Social Workers as Professionals	12/4/2025 1:23 AM
873	n/a	12/3/2025 11:09 PM
874	See above	12/3/2025 10:55 PM
875	Uphold ethics & statutes	12/3/2025 10:51 PM
876	N/A	12/3/2025 9:27 PM
877	Addressing affordability and accessibility for mental health consumers across Texas	12/3/2025 8:26 PM
878	Be there to support the professions in a timely and understanding way. Help To problem solve. Be collaborative	12/3/2025 7:38 PM
879	Be a beacon for ethical, human-based social work practice. AI and Better Help should not be allowed to reshape the profession.	12/3/2025 7:32 PM
880	Advocate for changes to our health care system that will expand access to care without punishing providers financially. We spend a lot of money on our education and training, and we can't afford to work at bargain basement rates.	12/3/2025 7:23 PM
881	My most important needs and expectations of the Texas LPC Council fall into four core categories: clarity, efficiency, fairness, and support for the professional community. These expectations directly impact my ability—as an LPC-S, business owner, and clinician serving underserved communities—to provide safe, ethical, and accessible mental healthcare across Texas. 1. Clarity & Consistency in Rules and Communication I expect the Council to provide: Clear, accessible guidelines for statutes, rule updates, and interpretations. Consistent communication about policy changes, compliance expectations, and disciplinary procedures.	12/3/2025 7:13 PM

Timely responses to inquiries from clinicians and supervisors seeking clarification. Why this matters: Clear guidance protects clients and clinicians. Inconsistent or unclear rules create unnecessary anxiety for providers who are actively trying to remain compliant—especially supervisors guiding Associates. 2. Timely Processing of Licenses, Renewals, and Supervision Documents I expect: Licensing decisions (initial, upgrades, renewals) within predictable, published timelines. Transparent updates if processing delays occur. Efficient onboarding for LPC-Associates so they can begin earning hours without financial hardship. Why this matters: Delays directly impact income, employment, and client access to care. For Associates, delays also postpone the start of their supervised hours, which disproportionately affects clinicians of color and those from lower-income backgrounds. 3. Fair, Trauma-Informed, and Transparent Disciplinary Processes I expect the Council to maintain and continually strengthen: Due-process protections that treat clinicians with respect. Clear explanations of alleged violations and expected corrective actions. Reasonable timelines for investigations with updates provided to the clinician. Why this matters: A disciplinary process should protect the public without unnecessarily harming a clinician's livelihood—especially when many complaints stem from misunderstanding rather than malice. 4. Meaningful Support for LPC-Associates & Supervisors I expect the Council to provide: Clear guidance for supervisors to ensure quality, culturally responsive training. Better infrastructure for matching Associates with available supervisors. Expanded support for supervision in underserved areas of the state. Why this matters: The shortage of mental health clinicians in Texas is well-documented. Strengthening the pipeline of new LPCs—especially clinicians of color—requires strong supervision systems and Council support. 5. Modern Regulation that Reflects Today's Telehealth-Driven Practice I expect the Council to: Maintain telehealth parity and protect client access to virtual care. Provide updated standards for modern practice settings (remote work, hybrid supervision, digital documentation). Ensure that technology-based care remains ethical, safe, and accessible statewide. Why this matters: Telehealth improves access for clients in rural, underserved, and marginalized communities—many of whom rely on practices like mine for care. 6. Commitment to Cultural Competence, Equity, and Representation I expect the Council to: Encourage ongoing cultural responsiveness training within our profession. Support efforts to increase diversity among LPCs, supervisors, and Council leadership. Recognize the unique mental health needs of Texas' diverse population—including Black women, immigrants, LGBTQIA+ clients, and rural communities. Why this matters: Culturally informed practice directly impacts outcomes, trust, and long-term engagement in therapy. The Council plays an important role in shaping a profession that reflects the communities we serve. 7. Strong Advocacy for the LPC Profession in Statewide Policy I expect the Council to: Advocate for LPCs in state policy discussions affecting mental health care. Promote parity in hiring practices across schools, hospitals, and government agencies. Protect the credibility and scope of LPCs within interdisciplinary care teams. Why this matters: LPCs are essential to the mental health system, but inconsistent recognition across sectors creates unnecessary barriers for clinicians and clients.

882	Transparency, support, and making decisions that are truly in our best interests.	12/3/2025 7:12 PM
883	Continue to provide support and oversight.	12/3/2025 7:04 PM
884	Processing license applications and renewals, timely and knowledgeable responses to licensees' questions, advocacy for our profession via rulemaking and policy.	12/3/2025 7:03 PM
885	Center the mental health needs of all individuals. Continue to uphold the values and ethics set forth by the American Counseling Association to advocate for ALL people. Multicultural training, CEs, and focus should remain a component of all licensing.	12/3/2025 6:59 PM
886	Uphold the integrity of each license. Psychologists seem to be left behind.	12/3/2025 6:54 PM
887	My needs include prompt responses to concerns regarding renewal of our licenses.	12/3/2025 6:45 PM
888	My expectation is for the Council to provide us with clarity about what is required, legal, ethical, and sound for our practice. The other expectation I have is for the Council to work to preserve our standards so that Texans continue to receive high quality care.	12/3/2025 6:17 PM
889	Accurate response to questions (1st respond, 2nd accurately)	12/3/2025 6:00 PM
890	Protect the public, protect the rights of psychologists, provide current information related to the practice of psychology.	12/3/2025 5:53 PM
891	Diversity, Equity, and Inclusion that support organizational frameworks that seek to promote cultural diversity, protection of clients PHI, and support/educate/advocate for equal rights for	12/3/2025 5:47 PM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

	all people.	
892	I expect them to be a significant piece of gatekeeping. I expect them to manage licenses well and support counselors in their profession while holding them accountable as well. Clear communication to licensees. Advocacy for the profession as well.	12/3/2025 5:32 PM
893	License renewal, CEUs.	12/3/2025 5:15 PM
894	communication	12/3/2025 5:13 PM
895	Protection	12/3/2025 5:10 PM
896	Process licensure applications and upgrades.	12/3/2025 4:50 PM
897	To listen but also ask us to help!	12/3/2025 4:41 PM
898	Regulation as well as Protecting the profession.	12/3/2025 4:36 PM
899	Information regarding license renewal.	12/3/2025 4:30 PM
900	Improve the time to process complaints and keep reporters and licensees informed.	12/3/2025 4:27 PM
901	I believe their role is to protect the public, but I hope they will also advocate for the professionals and their disciplines when needed.	12/3/2025 4:25 PM
902	None	12/3/2025 4:16 PM
903	standing up for provider indemnity	12/3/2025 4:11 PM
904	To defend our profession. To set an example for what it means to be in this profession. To not be intimidated by politicians who think they know something when they absolutely do not.	12/3/2025 4:05 PM
905	Advocate for our profession.	12/3/2025 4:03 PM
906	To continue to provide ethical and educational support to the licensed professionals.	12/3/2025 3:42 PM
907	To uphold the highest standards for ethical practice and protection of the public.	12/3/2025 3:37 PM
908	To remained informed as to meetings, reforms and statutes.	12/3/2025 3:30 PM
909	n/a	12/3/2025 3:30 PM
910	Clear and concise directions. Consistent application of rules and regulations.	12/3/2025 3:25 PM
911	Keep the licensure process clear and smooth; keep the rules clear and reasonable.	12/3/2025 3:12 PM
912	Providing ethical and legal guidance to practicing and aspiring professionals.	12/3/2025 2:57 PM
913	Keep up the great work! You make it possible for us to work! Thank you!	12/3/2025 2:49 PM
914	To stay licensed by making it easy to renew for an affordable amount	12/3/2025 2:40 PM
915	Assist with social work compact legislation approval	12/3/2025 2:31 PM
916	n/a	12/3/2025 2:27 PM
917	I am not feeling supported by the council.	12/3/2025 2:25 PM
918	advocacy in the legislature;	12/3/2025 2:24 PM
919	Current information continueing on new rules and licensing issues.	12/3/2025 2:24 PM
920	Timely responses for emails, phone calls, and up-to-date information on the website	12/3/2025 2:22 PM
921	Form some sort of a group insurance plan for private practice business owners	12/3/2025 2:12 PM
922	To be easy to contact for information or instructions	12/3/2025 2:07 PM
923	I expect the Council to continue to advocate for SW and make sure they are meeting standards and able to comply with requirements. I think it is important that the Council remind members of availability to grow in their profession and remind/ suggest of new programs, renewals, opportunities to grow.	12/3/2025 1:46 PM
924	Updates of rules/statutes	12/3/2025 1:41 PM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

925	I feel that my experience with the council has been good, continue services that advocate for the best of the professions you govern.	12/3/2025 1:29 PM
926	To be able to find the information quickly and easily.	12/3/2025 1:25 PM
927	Help in maintaining license	12/3/2025 1:20 PM
928	To be transparent with all proposed changes	12/3/2025 1:13 PM
929	Continue tracking individuals in the behavioral health field to ensure effective and efficient quality of services provided.	12/3/2025 1:12 PM
930	Go back to the original guidelines for obtaining CEUs.	12/3/2025 1:00 PM
931	Not much except be responsive	12/3/2025 12:53 PM
932	To assist me in keeping my license and to make me aware of changes that come so I may be prepared before renewing my license.	12/3/2025 12:51 PM
933	to uphold statute, rules, and processes ethically and in a timely manner.	12/3/2025 12:50 PM
934	protections and lobbying for professional values that allow us to best serve our patients in multiculturally impactful ways	12/3/2025 12:44 PM
935	Keep us informed of changes and lobby with legislature to improve access and the Compact.	12/3/2025 12:41 PM
936	Help promote better pay	12/3/2025 12:40 PM
937	Governing over our licensure.	12/3/2025 12:39 PM
938	keeping licensees informed of changes and requirements for our field and advocating for our profession	12/3/2025 12:38 PM
939	Integrity, honesty, user-friendly content.	12/3/2025 12:36 PM
940	Making Associates lifes easier and the reciprocity across states.	12/3/2025 12:32 PM
941	Making sure clinicians are practicing within their scope of care, not pushing the boundaries of their scope, and ensuring all people in Texas are receiving quality, evidenced based mental health care.	12/3/2025 12:27 PM
942	updates changes to licensing standards	12/3/2025 12:26 PM
943	I practice ethically. I want the council to ensure that other counselors are practicing ethically by insisting on further education after violations, but I want the council to promote my growth by being more hands off about what I can study for CE's.	12/3/2025 12:26 PM
944	Help us versus seeing us as the enemy. Really advocate for us to be a part of the counseling compact	12/3/2025 12:21 PM
945	make the process for licensing straightforward and unchallenging	12/3/2025 12:19 PM
946	Continuence of licensure and ensuring that doing what need to maintain. Including how could be easier	12/3/2025 12:15 PM
947	Advocacy for professionalism, value for services and increased reimbursement from insurance companies	12/3/2025 12:09 PM
948	Mostly the requirements for keeping a license and the extra time it takes to be a supervisor when there are so few. The need is greater than the ability to provide the help that's needed.	12/3/2025 12:08 PM
949	Explain so that others can have clarity and understanding of what is offered, needed, etc.	12/3/2025 12:06 PM
950	I expect a prompt response when I contact the Council for help. I expect to interact with someone who has knowledge of my profession and is interested in helping me solve whatever problem I am having so I can get back to doing my job. I expect a resource that assists me rather than hinders me. Colorado has a great licensing board. Look at their model and use it as a guide.	12/3/2025 12:00 PM
951	Keeping Social Work license as credible	12/3/2025 11:54 AM
952	Just keep being there for support. We do need you very much.	12/3/2025 11:51 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

953	1. Honor my experience and work 2. Protect my license 3. The 2 above: When you protect me you protect my supervisees and their clients	12/3/2025 11:40 AM
954	Not sure at this time.	12/3/2025 11:39 AM
955	Increased state license reciprocity to increase reach	12/3/2025 11:31 AM
956	Protect our professional status and the quality of work our profession provides in ways that are fair and not burdensome on professionals.	12/3/2025 11:31 AM
957	Expert Panel, real time help when calling in	12/3/2025 11:31 AM
958	Current expertise and guidance	12/3/2025 11:28 AM
959	Stop forcing computer everything down throat.	12/3/2025 11:28 AM
960	Advocacy efforts	12/3/2025 11:22 AM
961	-Quickly approve associate licenses. -Support associates. -Require better education/requirements for supervisors.	12/3/2025 11:22 AM
962	Just set rules that the State has to follow and not ignore	12/3/2025 11:17 AM
963	Keep us current on licensing requirements, legislative updates and any important legal matters that affect practicing social workers.	12/3/2025 11:15 AM
964	Protection of the doctoral standard for the independent practice of psychology and especially neuropsychology.	12/3/2025 11:14 AM
965	Clear guidance, timely communication, transparency in rule updates, and support for licensure mobility. I also value consistent standards for supervision and accessible resources to help clinicians stay compliant and provide high-quality care.	12/3/2025 11:11 AM
966	Within the scope of your work, protect our profession(s) and the people we serve.	12/3/2025 11:09 AM
967	Processing licenses in a timely manner	12/3/2025 11:08 AM
968	Simplify updates and rules for easy reads	12/3/2025 11:06 AM
969	To be more of an advocate for our profession and speak up for change in this current political climate	12/3/2025 11:06 AM
970	Renewing my license every two years	12/3/2025 11:05 AM
971	Help me keep my license by making renewal for a longer period instead of Every 2 years to every 5 yrs.	12/3/2025 11:05 AM
972	I would like to see support and be fair, however, I realize the council is there to protect the public.	12/3/2025 11:02 AM
973	Unsure	12/3/2025 11:01 AM
974	Ease of access and understanding licensing requirements	12/3/2025 10:58 AM
975	I very much appreciate the clarity that comes from watching board meetings and helping us navigate real changes. I feel like you do a good job at that.	12/3/2025 10:57 AM
976	Access to ongoing education	12/3/2025 10:56 AM
977	My most important expectations and needs are that the council helps all of the providers to continue providing help to our clients without treating us rudely or unprofessionally when we ask for information or help with something.	12/3/2025 10:56 AM
978	To keep us informed.	12/3/2025 10:55 AM
979	Licensing	12/3/2025 10:54 AM
980	I see the Council as a regulatory body, responsible for both issuing licenses, as well as managing complaints from the public.	12/3/2025 10:48 AM
981	Friendly, helpful customer service oriented.	12/3/2025 10:47 AM
982	Have Texas LPC's join the Counseling Compact.	12/3/2025 10:39 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

983	Gaining support, information, guidance, advocacy and expertise.	12/3/2025 10:39 AM
984	So far, the expectations are being met on my end.	12/3/2025 10:33 AM
985	Accessibility - which I feel BHEC does a great job of. Accountability without predetermined guilt or sense of shame.	12/3/2025 10:31 AM
986	My most important needs and expectations of the Council include: Clear, accessible guidance regarding licensure requirements, renewal expectations, and the impact of legislative changes on school psychology practice. Protection of the integrity of the School Psychologist role, especially as new certifications in related areas (e.g., dyslexia instruction) emerge in the state. Support in navigating statutory or rule changes so that practitioners can remain compliant while delivering high-quality psychological services to students. Consistent communication and timely updates to help ensure that professionals and districts understand their responsibilities and can adjust practices appropriately. Advocacy for maintaining rigorous professional standards, ensuring that individuals serving in psychological roles in schools are properly trained and licensed.	12/3/2025 10:27 AM
987	Protect clients.	12/3/2025 10:26 AM
988	My most important needs and expectations of the Council are that it continues to provide timely, knowledgeable, and supportive guidance to licensees while also expanding resources that strengthen our profession. I expect the Council to maintain the highest ethical and professional standards, while working to reduce barriers for social workers from vulnerable or underserved communities. Increased access to continuing education opportunities, stronger advocacy with elected officials to secure funding and policy changes, and efforts to promote our profession in schools and communities are all critical. By combining responsiveness, inclusivity, and advocacy, the Council can ensure social workers are well-equipped to serve the diverse needs of our communities.	12/3/2025 10:25 AM
989	Ease of license renewal & CE reporting.	12/3/2025 10:24 AM
990	Support for counselors	12/3/2025 10:22 AM
991	Regulation around AI and coaching such that it doesn't erode the profession	12/3/2025 10:17 AM
992	That the Council puts the welfare of clinicians and patients on equal footing and that the Council responds in a thoughtful way, rather than in a knee jerk, hysterical way.	12/3/2025 10:17 AM
993	My most important expectation of the Council is that it consistently protects the public while also understanding the sensitivity and complexity of the counseling profession. Counselors often work in unique and challenging circumstances, and the Council's decisions must reflect a deep awareness of the nature of our work. In addition to safeguarding the public, there must also be meaningful protections for counselors and a clear understanding of the services we provide, the ethical boundaries we maintain, and the pressures we navigate.	12/3/2025 10:17 AM
994	Represent professionalism from all staff.	12/3/2025 10:16 AM
995	not known	12/3/2025 10:15 AM
996	Clarity and communication about specific changes. It would be great to get an email with the specific changes to the regs as opposed to just a link to the updated codes. It feels a little nerve-wracking thinking that you may be missing something that could ultimately get you in trouble for not knowing. This is true of being a supervisor as well.	12/3/2025 10:14 AM
997	To make sure that the State government doesn't screw the people of the state over by kneecapping professions	12/3/2025 10:10 AM
998	To be accessible, to provide guidance, to provide ethical regulation of the practice to protect both clients and practitioners.	12/3/2025 10:07 AM
999	Keeping us informed of changes.	12/3/2025 10:06 AM
1000	See above.	12/3/2025 10:04 AM
1001	To help our professions stay strong in serving all people and their needs regardless of politics.	12/3/2025 10:03 AM
1002	Resources to support in our field.	12/3/2025 10:03 AM
1003	Communication	12/3/2025 10:00 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

1004	Information is the most important.	12/3/2025 10:00 AM
1005	Timely renewals and that has never been in issue.	12/3/2025 9:59 AM
1006	Clarification of some verbiage on the statutes	12/3/2025 9:59 AM
1007	I need and expect very little from the Council at this point.	12/3/2025 9:59 AM
1008	Compact license. I am currently on the NASW council to improve the way we respond to crisis so to be able to work closely with the council would be extremely beneficial for everyone.	12/3/2025 9:58 AM
1009	I expect the council to uphold the standards of our profession. I would also like the council to advocate for our licenses to be recognized nationally given the fact that we take a national licensing exam.	12/3/2025 9:57 AM
1010	Oversight, licensure, management, resource for information, etc. Everything they do.	12/3/2025 9:57 AM
1011	Being proactive and informative	12/3/2025 9:52 AM
1012	LMFT compact	12/3/2025 9:52 AM
1013	License renewal/CEUs	12/3/2025 9:52 AM
1014	Clear language that helps social workers understand their legal obligations to the professsion as well as what protections and supports are available to them,	12/3/2025 9:52 AM
1015	Continue to push legislation/ States for reciprocity inclusion. Push for fair salary for clinicians.	12/3/2025 9:51 AM
1016	Improve and speed up the license complaint resolution process	12/3/2025 9:50 AM
1017	Quick response time	12/3/2025 9:48 AM
1018	Allow practice in multiple states.	12/3/2025 9:48 AM
1019	Continue to be clear on licensure expectations and continuing education requirements	12/3/2025 9:45 AM
1020	To support the process of licensing, provide ongoing communication of changes ,promote ethical, innovative practices and protect practitioners and the public.	12/3/2025 9:42 AM
1021	Continued wonderful support for the unique and unconventional needs of active service members. Thank you!	12/3/2025 9:41 AM
1022	Keep public and providers informed and accountable	12/3/2025 9:40 AM
1023	Be a unifying body	12/3/2025 9:40 AM
1024	Communication, ease to provide the services that are currently in place, and continuous conversations with the professionals and community to keep our professions going with ease.	12/3/2025 9:38 AM
1025	N/A	12/3/2025 9:37 AM
1026	none unmentioned	12/3/2025 9:37 AM
1027	Fight for counselors to be able to make a good living! Lobby for us to be treated and paid like the professionals we are! Stand up to insurance companies who continue to cheat us out of fair rates!	12/3/2025 9:36 AM
1028	Communication of changes within state laws and/or national changes even.	12/3/2025 9:33 AM
1029	Attention to update site as quickly as possible and provide assistance as needed when changing laws or regulations	12/3/2025 9:33 AM
1030	To advocate for psychologists with the current CE Broker to provide reasonable services without a fee. While psychologists are not "customers" of the Council, the additional time and energy required by Propelus puts a burden on professionals to meet the requirements for renewal which inevitably impact clients via increased fees (financial burden) or further widening the gap between professionals needed to meet the public's demand for mental health services (time burden). I would also like the Council to advocate for professional ethical guidelines and requirements when addressing government funding allowing psychologists to engage in ethical behaviors that have been established for decades which were designed to protect the public.	12/3/2025 9:31 AM
1031	Handling complaints brought against license holders	12/3/2025 9:29 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

1032	Keep the profession updated on rules, guidelines, and expectations.	12/3/2025 9:29 AM
1033	As I'll be retiring in the next 1-2 years, this probably should be left to the next generation.	12/3/2025 9:29 AM
1034	Checklists for required client documentation - what needs to be provided, kept on file, updated annually...what needs to be in notes...like a quick reference guide would be really helpful	12/3/2025 9:27 AM
1035	concern they will eliminate EPPP in Texas	12/3/2025 9:26 AM
1036	Everything seems to function adequately.	12/3/2025 9:26 AM
1037	advocacy in legislature, timely responses to complaints and concerns, and communication/transparency with licensees	12/3/2025 9:25 AM
1038	Streamline rules rather than increasing complexity.	12/3/2025 9:25 AM
1039	I just expect that any complaints/investigations continue to be fair. I also would like to see MFT events/meetings about common complaints and their consequences. I want to make sure I'm training my interns and associates as thoroughly as possible.	12/3/2025 9:25 AM
1040	See above	12/3/2025 9:23 AM
1041	Support for ethical dilemmas or clarification of rules.	12/3/2025 9:22 AM
1042	To actually listen to the responses they receive on the survey.	12/3/2025 9:21 AM
1043	Advocacy for professional services provisioning, advocate against onslaught of para-professionals delivering services. Fight the gig economy and ensure full time employed positions that are well apid and provide benefits.	12/3/2025 9:18 AM
1044	Easy of updating information and confirmation of changes	12/3/2025 9:18 AM
1045	Keep doing a great job!	12/3/2025 9:14 AM
1046	Accessibility and need to look at licensing processes for the LCSW.	12/3/2025 9:14 AM
1047	To continue to keep us informed about changes to statutes and rules.	12/3/2025 9:14 AM
1048	Focus on how we can get QUALIFIED people into the profession in the state and also how we can protect public from AI as the go-to (especially worried about people with limited resources who are seeing this as a free option for treatment when it's unregulated and untrained).	12/3/2025 9:12 AM
1049	Same as #22!!!!!!!!!!!!	12/3/2025 9:09 AM
1050	Easy access to renewals	12/3/2025 9:09 AM
1051	N/A	12/3/2025 9:07 AM
1052	Make sure we as LPCs castile earn a livable wage...make sure the flooding of LPCAs in business doesn't erode codes ,ethics and raised our liability insurance. Allow LPCs w masters who get non AOA phDs to use their much earned experience and hours in supervision to be psychologists without doing the supervision for phds now required.	12/3/2025 9:05 AM
1053	Support counselors.	12/3/2025 9:05 AM
1054	n/a	12/3/2025 9:02 AM
1055	make the process of ceu reporting easier	12/3/2025 9:02 AM
1056	All is well	12/3/2025 9:01 AM
1057	Get Texas into the national compact. And, reduce number of supervision hours for part time LPC-A's.	12/3/2025 8:59 AM
1058	Up to date info; any additional opportunities for CEUs.	12/3/2025 8:55 AM
1059	Prompt responses to questions; knowledgeable staff; that the council continue working to make our jobs easier rather than more complicated (having multiple pages of code in different locations does not make things clear or easier).	12/3/2025 8:53 AM
1060	To do their F'N jobs!! They aren't there to pander to others but to protect the public from state licensed ABUSERS who can be hired for hits against parents or use the legal industry to force their personal beliefs!!!!!!	12/3/2025 8:52 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

1061	Change the CEU process to make it more streamlined	12/3/2025 8:51 AM
1062	Timely communication	12/3/2025 8:51 AM
1063	Guidance and suggestions for improving the practice.	12/3/2025 8:49 AM
1064	To advocate for us and to ensure that the processes for licensing and CEU tracking is minimal so that it does not interfere with our ability to do our job.	12/3/2025 8:48 AM
1065	the overall support that the Council already provides. Thank you.	12/3/2025 8:45 AM
1066	Advocacy and notifying licensees of rule changes	12/3/2025 8:42 AM
1067	Stop developing laws n rules that constrain and restrict clinicians in their ability to better help clients.	12/3/2025 8:41 AM
1068	None that I can think of	12/3/2025 8:41 AM
1069	Clear information especially regarding changes in rules and renewal expectations. I really only want emails regarding this information.	12/3/2025 8:41 AM
1070	License approval, renewal and support for the Professions we hold	12/3/2025 8:39 AM
1071	Keeping me up to date on the most important factors impacting my role as a therapist.	12/3/2025 8:39 AM
1072	Answer the phone or at least the emails, particularly when you make changes like the CE Broker insanity.	12/3/2025 8:39 AM
1073	The ability to work with other states with a Texas license would be very nice.	12/3/2025 8:39 AM
1074	NA	12/3/2025 8:39 AM
1075	Be available for questions and renewal support in a timely manner.	12/3/2025 8:39 AM
1076	Impartiality, forbearance of political influences.	12/3/2025 8:38 AM
1077	Maintaining license requirements and protecting the public perception of the profession.	12/3/2025 8:38 AM
1078	Licensing rules	12/3/2025 8:37 AM
1079	To protect the public from us! I believe that is the chief responsibility of licensure boards. Everything this board does extremely well to support the profession is "gravity". I am very appreciative of the gravity	12/3/2025 8:37 AM
1080	As stated before - psychedelic assisted psychotherapy is here and needs to be addressed	12/3/2025 8:36 AM
1081	none	12/3/2025 8:35 AM
1082	Provide timely information regarding updates	12/3/2025 8:35 AM
1083	Clear guidance..	12/3/2025 8:35 AM
1084	keep us up on the latest needs of out community	12/3/2025 8:33 AM
1085	fairness and timeliness on complaints. They were very rude to me when i met with them for my complaint. I felt i was not heard	12/3/2025 8:33 AM
1086	To continue ensuring only educationally qualified people are licensed. Also, to ensure criminals aren't licensed in such an impactful profession.	12/3/2025 8:33 AM
1087	To consistently evaluate how effective the rules are around licensing and what is truly feasible in real world. I understand the 18 month and 3000 hours rule is to ensure the counselor has enough experience because that's also what the point of graduate school was for. Very few professions require such things and this profession isn't the same level of a doctor or so that it requires immense amount of post graduate training. What makes it really difficult is finding any job willing to even take an associate as an employee to gain experience. It's that or you literally work for free to gain hours yet have to find some way to afford supervision, and your personal cost of living. It's near impossible.	12/3/2025 8:33 AM
1088	Protect our discipline and keep the public safe	12/3/2025 8:32 AM
1089	easy renewal	12/3/2025 8:32 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

1090	see above	12/3/2025 8:32 AM
1091	To protect not only the public but also to help insulate our profession	12/3/2025 8:32 AM
1092	Reinforce rules and regulations to protect the public and maintain the integrity of the profession	12/3/2025 8:31 AM
1093	To be fair and advocate for the licensing standards. There are so many crossovers now.	12/3/2025 8:31 AM
1094	Protect our Social Justice work	12/3/2025 8:30 AM
1095	Review rules that no longer serve clinicians and clients.	12/3/2025 8:29 AM
1096	timely responses and consideration of any areas of concern	12/3/2025 8:28 AM
1097	I mainly rely on it to keep my license current.	12/3/2025 8:28 AM
1098	Support	12/3/2025 8:28 AM
1099	I dont even know what council does honestly.	12/3/2025 8:26 AM
1100	None at the moment	12/3/2025 8:26 AM
1101	I valued pre-emptively consulting about how to handle a more serious ethics issue.	12/3/2025 8:26 AM
1102	Fix the egregious errors on the website. Revise educational and training obstacles/bottlenecks to licensure. Reduce the cost and burden of early professionals to get licensed. Evaluate how doctoral level psychological practice differs from both masters level psychological practice and other masters credentialed professions and codify that into a statute.	12/3/2025 8:26 AM
1103	Continue to remain responsive to inquiries.	12/3/2025 8:24 AM
1104	The CEs.	12/3/2025 8:24 AM
1105	Balancing public safety and supporting the professionals within the profession.	12/3/2025 8:24 AM
1106	To govern the practice of social work and make sure the individuals social workers serve are protected.	12/3/2025 8:24 AM
1107	Licensing	12/3/2025 8:23 AM
1108	Hold state license holders to a high standard of professionalism, but make it as simple as possible for them to provide services throughout the country via telehealth.	12/3/2025 8:22 AM
1109	Guidance. Supporting us in a fashion that allows us to provide the best possible services and supports in accordance with our jurisdiction.	12/3/2025 8:22 AM
1110	get us in the compact asap - top priority fix the absolutely horrific issue of students graduating with limited personal psychological healing and development and limited clinical skills. Make measurement based care paramount	12/3/2025 8:21 AM
1111	Guard the ethics and reputation of our profession without being excessive or burdensome. I think the council currently strikes a good balance.	12/3/2025 8:21 AM
1112	Advocacy, guidance, maintenance of our professional integrity	12/3/2025 8:19 AM
1113	Ethics and compliance	12/3/2025 8:19 AM
1114	Keep doing great work and listening to our concerns.	12/3/2025 8:19 AM
1115	Licence renewal and verification	12/3/2025 8:18 AM
1116	Unsure	12/3/2025 8:18 AM
1117	I need the Council to advocate for growth and our ethics code, rather than capitulate to stagnation and regression.	12/3/2025 8:18 AM
1118	None at this time	12/3/2025 8:18 AM
1119	My license has been processed faster than in some previous years, which I appreciate.	12/3/2025 8:18 AM
1120	Social work and counseling compacts	12/3/2025 8:17 AM
1121	Be responsive and helpful when asking for help.	12/3/2025 8:16 AM

2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

1122	quick response	12/3/2025 8:16 AM
1123	A state compact that would allow Texas LPC's practice in other states.	12/3/2025 8:15 AM
1124	Stay honest and precise and helpful.	12/3/2025 8:14 AM
1125	Protecting our licenses. Administrative errors that threaten a license are a big scare, and we'd like to be sure we are doing all we can to remain in good standing.	12/3/2025 8:14 AM
1126	To meet the needs of the people	12/3/2025 8:13 AM
1127	Advocate for us as professionals, keep cost down	12/3/2025 8:13 AM
1128	More engaging in policy that does not create more road blocks for licensure	12/3/2025 8:12 AM
1129	Help with telehealth regulations.	12/3/2025 8:10 AM