

From: [Sunset Advisory Commission](#)
To: [Janet Wood](#)
Subject: FW: Public Input Form for Agencies Under Review (Public/After Publication)
Date: Thursday, April 12, 2018 3:49:24 PM

-----Original Message-----

From: sundrupal@capitol.local [<mailto:sundrupal@capitol.local>]
Sent: Thursday, April 12, 2018 2:59 PM
To: Sunset Advisory Commission
Subject: Public Input Form for Agencies Under Review (Public/After Publication)

Agency: TEXAS STATE BOARD EXAMINERS PROFESSIONAL COUNSELORS

First Name: Anna

Last Name: Miller

Title: LPC-Intern

Organization you are affiliated with: ADAPT Community Solutions

Email:

City: Dallas

State: Texas

Your Comments About the Staff Report, Including Recommendations Supported or Opposed: I completed my LPC-Intern hours and submitted paperwork on 12/12/17 and I STILL have not gotten approval 5 months later. Additionally I have waited on hold to speak to the LPC office for over 2 hours on numerous occasions, often only to be sent to an automated message saying that "all employees are at a mandatory training" and the phone disconnects. This is outrageous.

Any Alternative or New Recommendations on This Agency: Thank you for noticing that this is a problem! Please increase the number of staff working in the LPC licensing office or replace existing staff with people who are more efficient. When have actually been able to speak to staff on the phone they have been rude and unhelpful. Please help make it easier for counselors (many of whom are not getting paid until they get a full license) to apply and get approved.

My Comment Will Be Made Public: I agree