



**Texas Department of Licensing and Regulation
2nd Quarter Update
July 10, 2012**

- 80 staff members assisted executive management in writing and editing the agency's Strategic Plan. External and internal brainstorming sessions were conducted to gather feedback from our regulated industries/occupations and our employees. Nearly 5,000 comments were captured to help the agency improve in performance and customer service. The Strategic Plan was published on July 6, 2012.
- Out of the Strategic Planning process, we created a Top 20 list of recommendations and action items, including ideas for streamlining and even eliminating small or unproductive licensing programs, including Loss Damage Waivers, Temporary Common Workers, and Shampoo Apprentices. We are also exploring how to streamline the licensing and qualification process for our military veterans, so that their experience and expertise can be more easily applied towards a professional license.
- The agency created a Process Improvement Team within the Compliance Division to conduct research and create action plans to improve the agency. The team is led by George Bomar and includes a Black Belt in Six Sigma and two Master's degree holders.
- Our first Cosmetology licensee to "crossover" to a Barber license via the 300 hour course has received her license. We have over 30 applicants currently in process and even more eligible to apply.
- Licensed Breeders Administrative Rules became effective on May 1, 2012. Licensing of dog and cat breeders will be required by September 1, 2012. The agency has already started receiving licensed breeder applications, and agency inspectors recently completed a training program in preparation for conducting on-site inspections of breeder facilities.
- In June, we converted all paper applications for Advisory Board positions to an online application system, eliminating unnecessary waste and delay for those applicants, and saving our staff keystrokes.
- TDLR staff and advisory board members continue work on updating penalty matrices. Since April, new penalty matrices have been adopted in the Air Conditioning & Refrigeration, Property Tax Professionals, and Barber programs.
- Executive Director Bill Kuntz was invited to present at the Pathways to Transformation: 2012 Public Sector and Education Shared Services Summit held at Harvard University on June 21st and 22nd. The event kicked off with a keynote presentation by Teri Takai, CIO for the U.S. Department of Defense. For more on this event follow this link: <http://bit.ly/LJ5k6l>
- Beginning July 9, 2012, Mike Kelley will be representing TDLR as its Government Relations Officer. Mike comes to us with a diverse background – with government relations at DPS, as a veteran of Desert Storm in the U.S. Army, a professor at Central Texas College, and as Legislative Assistant for Senator Whitmire.