

GEORGIA STATE BOARD OF PHYSICAL THERAPY
Special Projects WebEx Committee Minutes
Thursday, August 6, 2026 – 9:00 a.m.

The Special Projects Committee of the Georgia State Board of Physical Therapy met via WebEx on Thursday, August 6, 2026. The following Committee members were present:

Committee Members

Laurri Wallace, Committee Chair
Claire Mullin, Committee Member
Chuck Bass, Committee Member

Administrative Staff Present

Adrienne Price, Executive Director
Meagan Doss, Licensing Supervisor
Michelle Hornaday, Board Support Specialist

Committee Members Absent

No Committee Members absent.

Attorney General's Office

No Attorney General present.

Visitors

No Visitors present.

Call to Order: Dr. Wallace called the Committee meeting to order at 9:05 a.m.

OPEN SESSION

Agenda

The Committee accepts the agenda as presented.

Discussion – To Review and Simplify the Information Shared on the Board Website

The Committee was charged with reviewing the information posted on the Georgia State Board of Physical Therapy website. Ms. Price shared that Board staff lives and breathes the information daily and it is paramount that the Board Members and those in the profession review the data posted with fresh eyes, so the information is presented to interested parties in the most concise and understandable manner possible.

Dr. Wallace brought up the fact that the complaint process is not specific to the profession of physical therapy. Ms. Price stated that the complaint submission process is built out for the entire division. The Complainant enters the required information, and instructions are provided for finding specific license numbers/practitioners.

Mr. Bass brought up frustration with using CE Broker; more specifically that a user cannot talk to a live person unless they subscribe to a paid tier on the platform. For those who are using the free option, it has been a struggle to convey any difficulties and move forward in the process. He is concerned that there is a lack of communication. Ms. Price reminded the Committee that the purpose of this meeting is to focus on the Board website and that they can place information on their site which may address some of his concerns related to the licensee's use of CE Broker.

Dr. Mullin shared issues she has had in the past with verifying an account versus logging in with an existing account. She suggested that there be language added specific to those who have already accessed their GOALS account because if they have, there would be no need to click the "Verify Now" button. Ms. Price took screenshots of Dr. Mullin's shared screen to present the specific difficulty to the IT Department and division leadership for review.

Dr. Mullin further questioned the need for clarification for those who wish to go inactive as opposed to letting their license lapse. Ms. Doss stated there is a "How-To Guide" on the website expounding on this process. Ms. Price shared that leadership is currently working on a public facing Glossary of Terms, using the Florida Board website as an example, which will assist licensees in understanding what a particular status means and that will help them determine if they want the license to be in an inactive status rather than allowing the license to lapse/expire.

Ms. Price recommended that as each Committee Member reviews the website, they take screenshots of any issues, make recommended corrections and suggested additions, to include detailed instructions on what is needed and/or

missing. This will make a more efficient use of the Committee's time when they meet again in September. She will send out an email about what is requested from the Committee Members in order to have a more productive discussion, and she will comprise the Committee's recommendations to refer to the full Board at their September 29, 2026 meeting.

The Committee is currently tasked with reviewing the Board website FAQs and providing screenshots with specific feedback to the Board offices by August 28, 2026, at which time staff will query the Committee with a poll for available times to schedule a follow-up meeting to review the information provided.

Adjournment: With no additional business to be discussed, the Committee meeting was adjourned at 10:47 a.m.

Minutes recorded by:	Michelle Hornaday, Board Support Specialist
Minutes reviewed by:	Adrienne Price, Executive Director & Meagan Doss, Licensing Supervisor
Minutes approved on:	August 21, 2026

LAURRI WALLACE
COMMITTEE CHAIR

ADRIENNE PRICE
EXECUTIVE DIRECTOR

ANNE THOMPSON, PT, EdD
BOARD CHAIR