



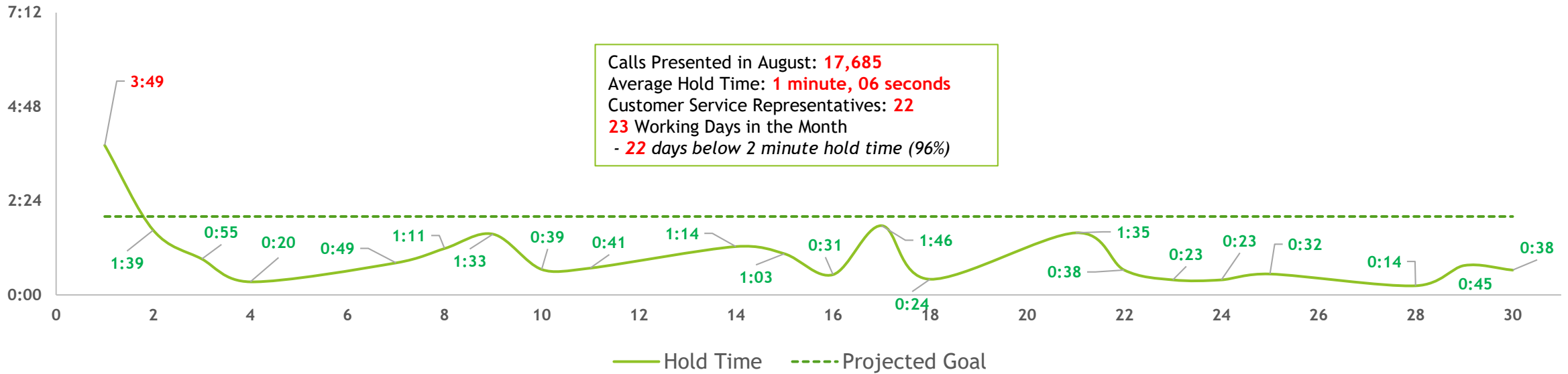
## **Staff Reports for August 2023**

# Customer Relations Division

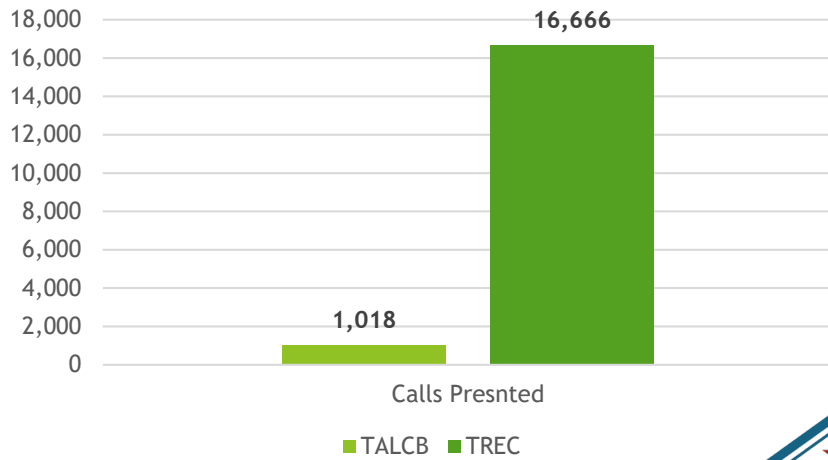
August, 2023 Monthly Report



# August, 2023 Hold Time per Day



## August, 2023

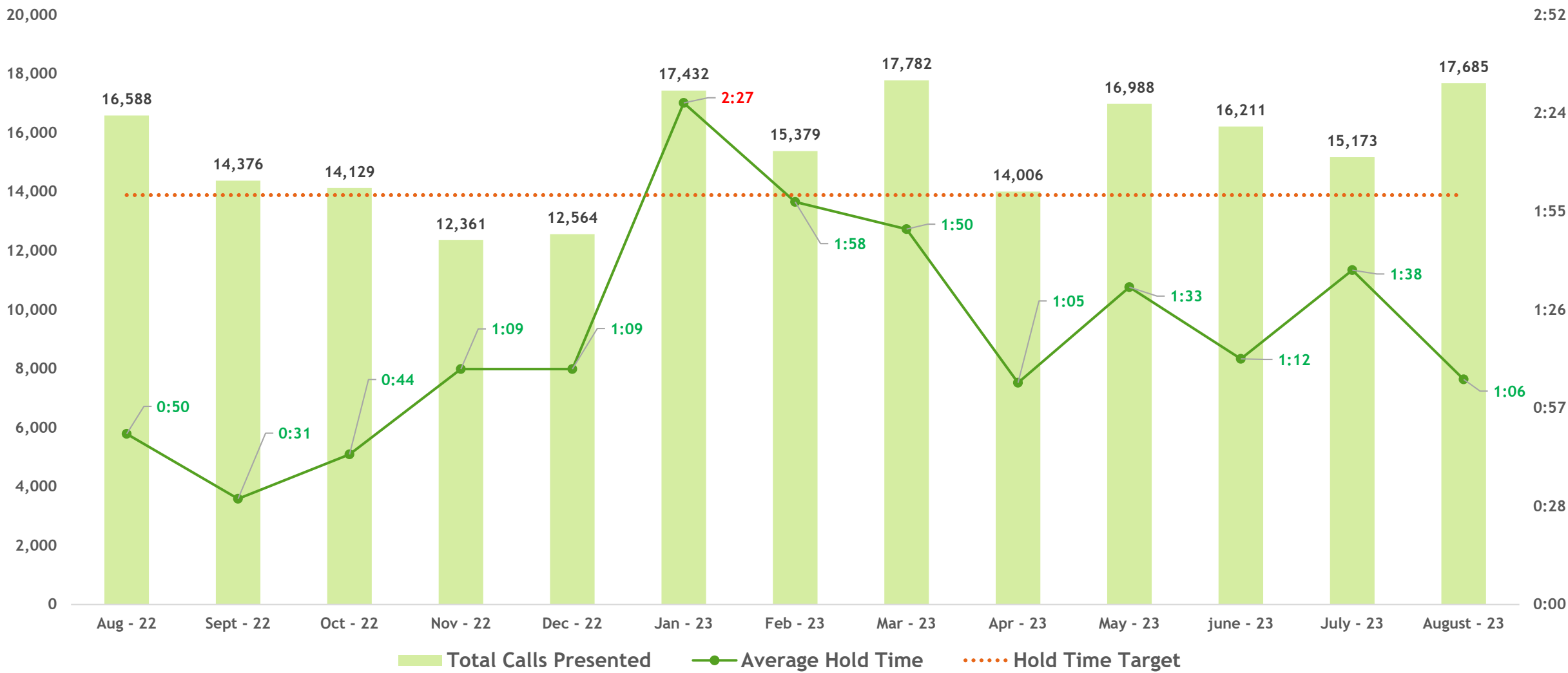


**TALCB - 1,018 Calls (5.76%) 1 minute, 35 second hold time**  
**TREC - 16,666 Calls (94.24%) 1 minute, 38 second hold time**



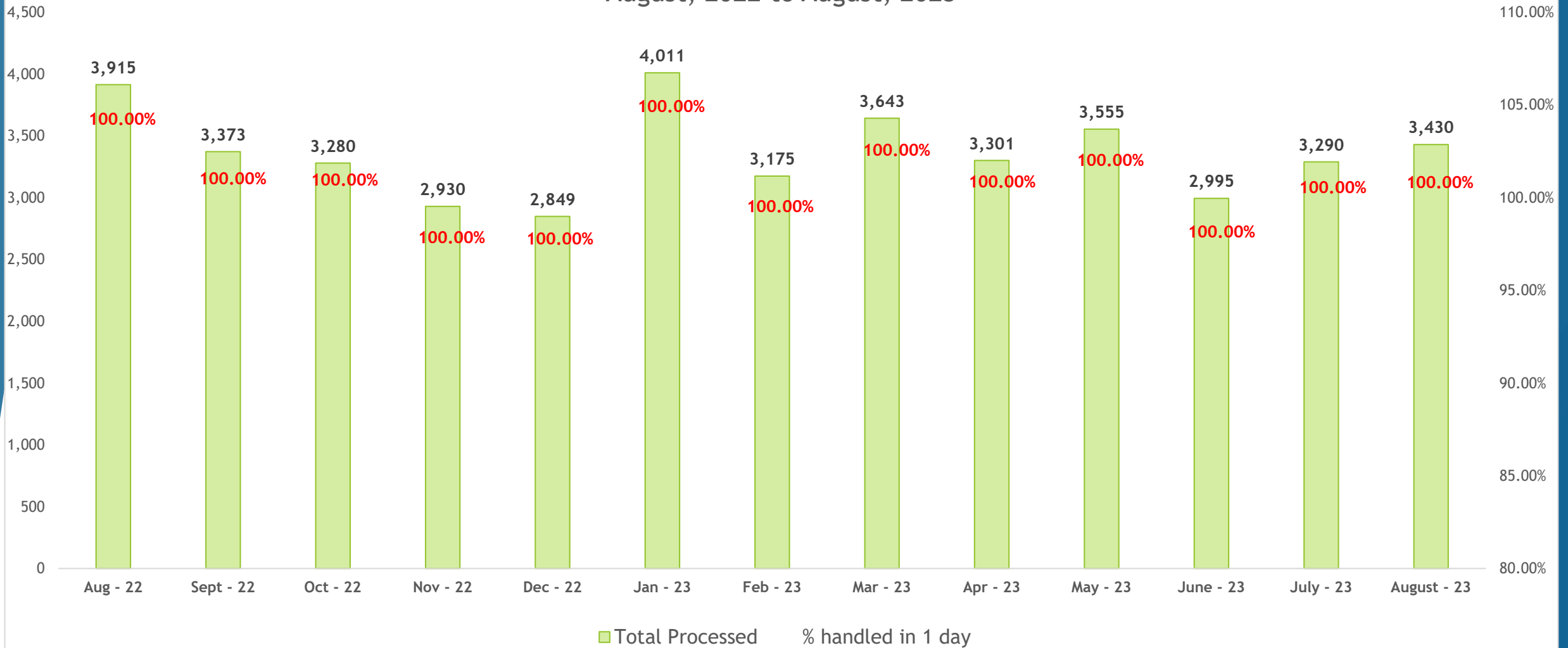
# 13 Month Comparison of Calls Presented vs. Hold Time

## August, 2022 to August, 2023



# 13 Month Comparison of Emails Processed

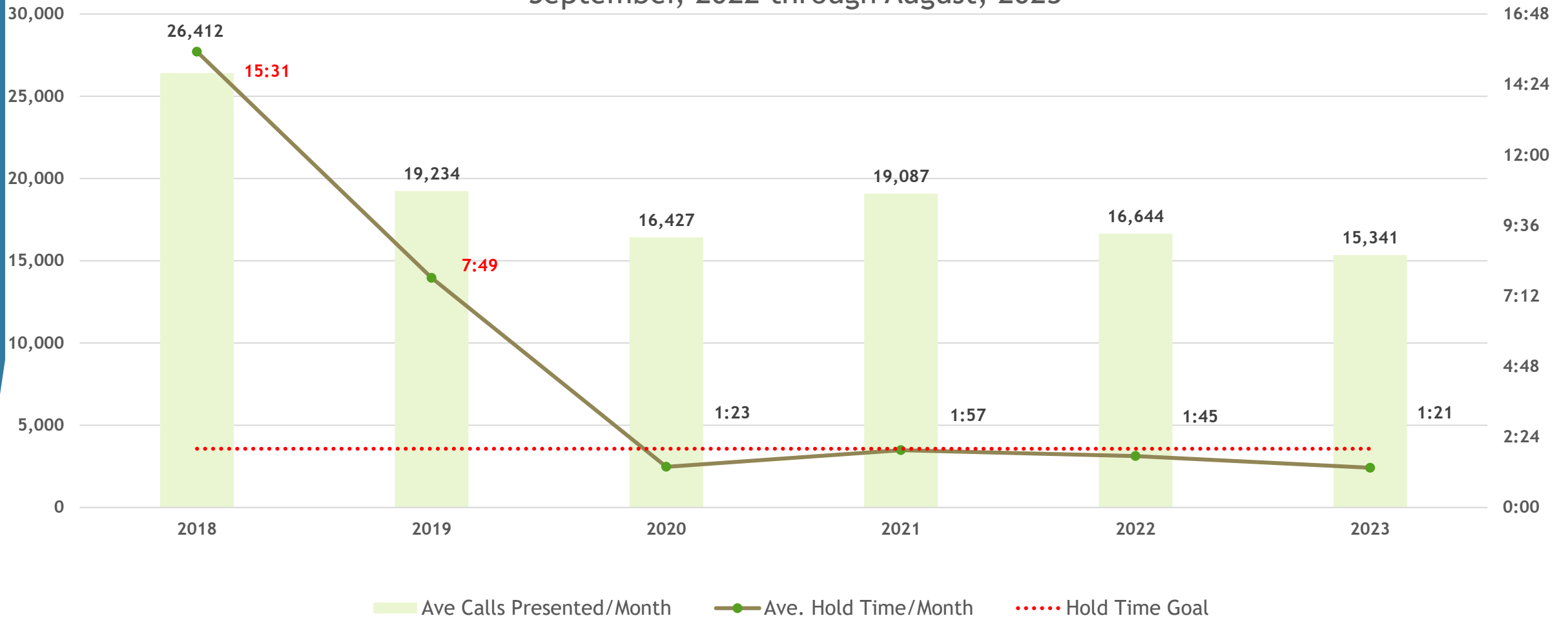
## August, 2022 to August, 2023



# Fiscal Year Comparison

## Ave. Calls Presented/Month vs. Ave. Hold Time/Month

### September, 2022 through August, 2023



# TALCB Education Report

August 2023



**Education & Examination Services**  
**TALCB Provider and Course Applications**

**FY2023**

	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	YTD
<b>Applications Received</b>													
Initial ACE Provider	1	0	0	1	0	0	0	1	1	1	0	0	5
Renewal ACE Provider	0	0	0	0	0	0	0	1	2	2	11	2	18
Initial ACE Elective Course	15	13	14	13	12	27	17	13	20	14	9	22	189
Classroom Delivery	6	10	8	9	10	16	13	11	12	12	8	12	127
Online Delivery	9	3	6	4	2	11	4	2	8	2	1	10	62
Renewal ACE Elective Course	2	5	5	7	13	7	8	11	7	18	11	6	100
Classroom Delivery	0	2	0	3	6	4	3	7	2	8	6	4	45
Online Delivery	2	3	5	4	7	3	5	4	5	10	5	2	55
Qualifying Course Acceptance	0	2	3	5	11	2	5	2	4	2	2	1	39
Classroom Delivery	0	0	1	4	9	0	4	2	4	2	1	1	28
Online Delivery	0	2	2	1	2	2	1	0	0	0	1	0	11
<b>Total Applications Received</b>	<b>18</b>	<b>20</b>	<b>22</b>	<b>26</b>	<b>36</b>	<b>36</b>	<b>30</b>	<b>28</b>	<b>34</b>	<b>37</b>	<b>33</b>	<b>31</b>	<b>351</b>
	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	YTD
<b>Applications Approved</b>													
Initial ACE Provider	0	0	0	0	1	1	0	1	0	0	1	1	5
Renewal ACE Provider	0	0	0	0	0	0	0	0	0	1	1	6	8
Initial ACE Elective Course	7	12	10	13	18	17	28	14	16	12	13	19	179
Classroom Delivery	5	9	10	8	13	14	14	11	11	10	11	14	130
Online Delivery	2	3	0	5	5	3	14	3	5	2	2	5	49
Renewal ACE Elective Course	2	4	2	4	12	7	11	6	7	15	11	13	94
Classroom Delivery	0	1	1	0	5	4	5	1	4	5	7	8	41
Online Delivery	2	3	1	4	7	3	6	5	3	10	4	5	53
Qualifying Course Acceptance	0	3	7	2	14	2	3	5	3	2	5	3	49
Classroom Delivery	0	0	2	1	12	0	2	5	3	2	4	3	34
Online Delivery	0	3	5	1	2	2	1	0	0	0	1	0	15
<b>Total Applications Approved</b>	<b>9</b>	<b>19</b>	<b>19</b>	<b>19</b>	<b>45</b>	<b>27</b>	<b>42</b>	<b>26</b>	<b>26</b>	<b>30</b>	<b>31</b>	<b>42</b>	<b>335</b>



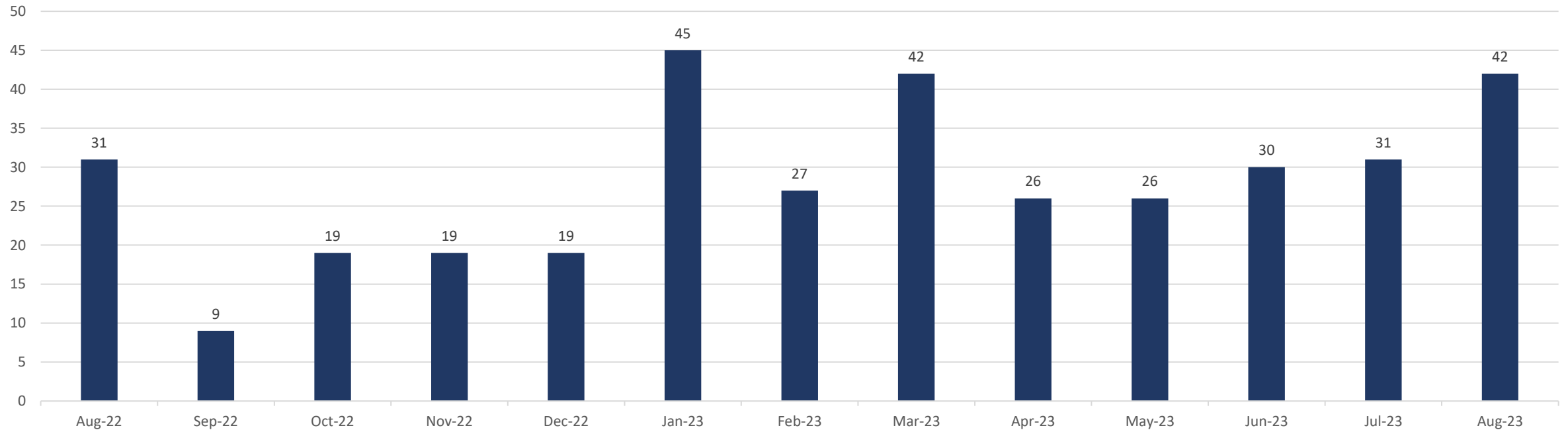
## Education & Examinations Division

### TALCB Applications Approved 13-Month Comparison

	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23
Initial ACE Provider	0	0	0	0	0	1	1	0	1	0	0	1	1
Renewal ACE Provider	0	0	0	0	0	0	0	0	0	0	1	1	6
<b>All ACE Provider Applications</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>7</b>

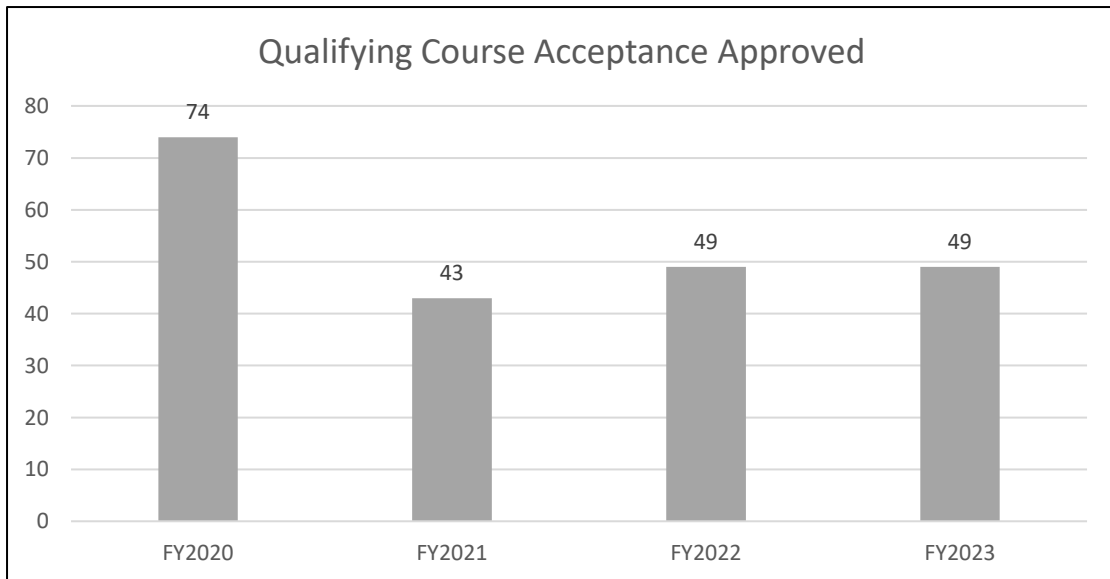
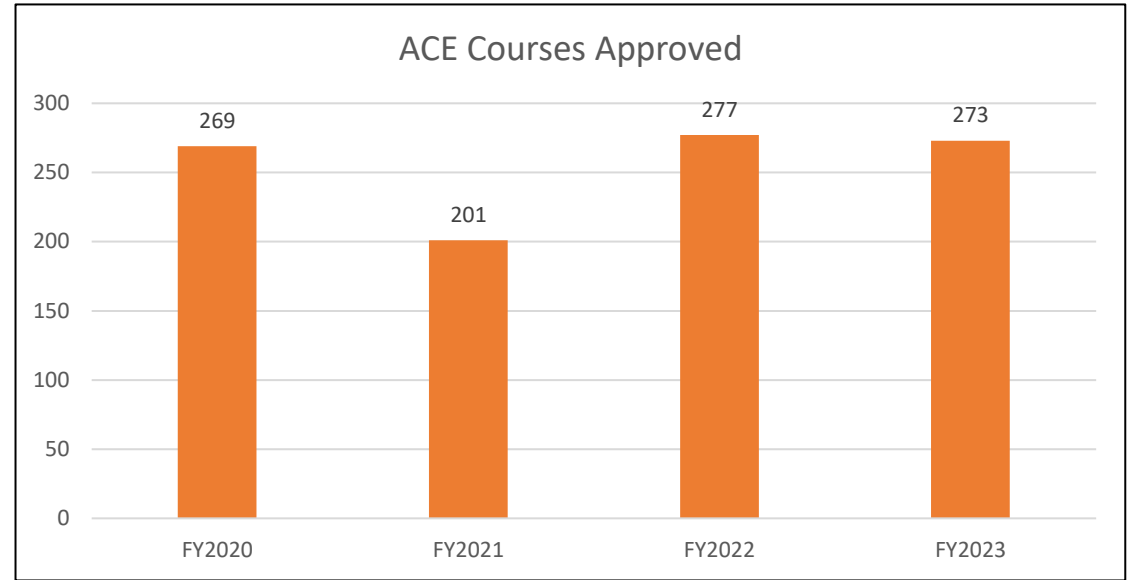
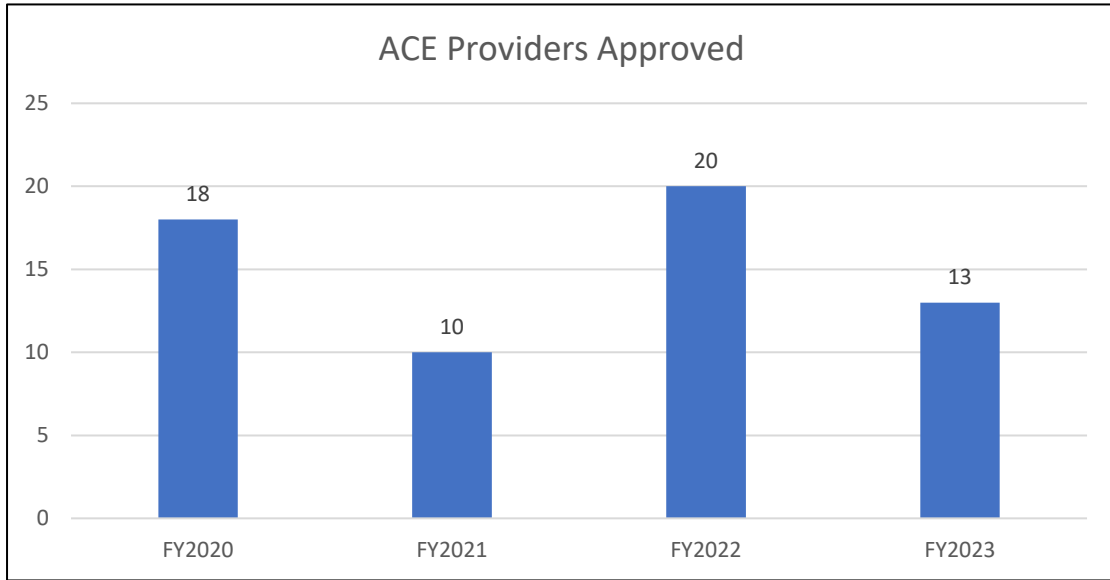
Qualifying Course Acceptance	3	0	3	7	2	14	2	3	5	3	2	5	3
ACE Courses	28	9	16	12	17	30	24	39	20	23	27	24	32
<b>All Course Applications</b>	<b>31</b>	<b>9</b>	<b>19</b>	<b>19</b>	<b>19</b>	<b>44</b>	<b>26</b>	<b>42</b>	<b>25</b>	<b>26</b>	<b>29</b>	<b>29</b>	<b>35</b>

<b>All Applications Approved</b>	<b>31</b>	<b>9</b>	<b>19</b>	<b>19</b>	<b>19</b>	<b>45</b>	<b>27</b>	<b>42</b>	<b>26</b>	<b>26</b>	<b>30</b>	<b>31</b>	<b>42</b>
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# Education & Examinations Division

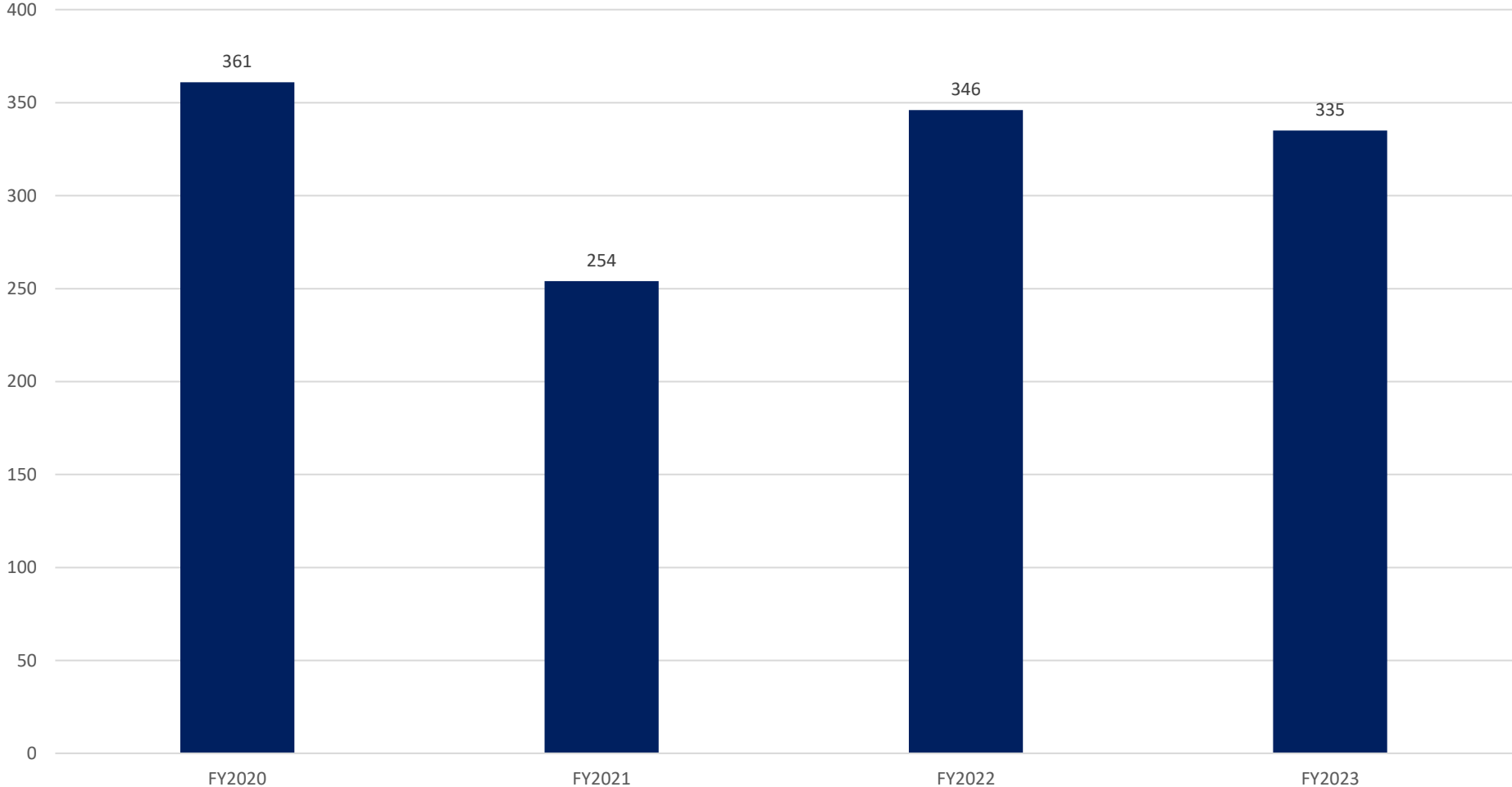
## TALCB Total Applications Approved - Fiscal Year



# Education & Examinations Division

All TALCB Applications Approved

Year-Over-Year Comparison



**Education & Examinations Division - August 2023**  
**TALCB Examination Activity - Fiscal YTD and Monthly Comparison**

Licensed Residential	First Time Test Takers				Repeat Test Takers				Exams Given <i>(includes repeats)</i>		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Count	Pass Rate
FYTD 2023	86	54	140	<b>61%</b>	45	49	94	48%	234	56%	152	86%
FYTD 2022	72	43	115	63%	45	69	114	39%	229	51%	135	87%
August 2023	3	5	8	38%	5	3	8	63%	16	50%	12	67%
August 2022	9	8	17	53%	7	7	14	50%	31	52%	24	67%

Certified Residential	First Time Test Takers				Repeat Test Takers				Exams Given <i>(includes repeats)</i>		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Count	Pass Rate
FYTD 2023	111	64	175	<b>63%</b>	43	85	128	34%	303	51%	189	81%
FYTD 2022	87	39	126	69%	43	53	96	45%	222	59%	142	92%
August 2023	13	9	22	59%	1	13	14	7%	36	39%	29	48%
August 2022	6	3	9	67%	6	6	12	50%	21	57%	15	80%

Certified General	First Time Test Takers				Repeat Test Takers				Exams Given <i>(includes repeats)</i>		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Count	Pass Rate
FYTD 2023	27	33	60	<b>45%</b>	30	49	79	38%	139	41%	74	77%
FYTD 2022	23	23	46	50%	20	33	53	38%	99	43%	57	75%
August 2023	5	1	6	83%	2	8	10	20%	16	44%	12	58%
August 2022	4	3	7	57%	3	1	4	75%	11	64%	10	70%

# TALCB Licensing Report

Current as of August 31, 2023

**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD**  
**ACTIVE CERTIFICATIONS AND LICENSES**  
 August 2023

FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE	
2013	Aug13	2,367	2,371	470	5,208		724		5,932		
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72	
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32	
2016	Aug16	2,426	2,425	416	5,267	10	789	10	6,056	20	
2017	Aug17	2,398	2,407	423	5,228	-39	868	79	6,096	40	
2018	Aug18	2,384	2,394	435	5,213	-15	938	70	6,151	55	
2019	Aug19	2,366	2,412	430	5,208	-5	1,029	91	6,237	86	
2020	Aug20	2,371	2,426	421	5,218	10	1,081	52	6,299	62	
2021	Sep20	2,370	2,443	424	5,237	19	1,090	9	6,327	28	
	Oct20	2,371	2,452	424	5,247	10	1,017	-73	6,264	-63	
	Nov20	2,375	2,459	428	5,262	15	1,022	5	6,284	20	
	Dec20	2,360	2,470	431	5,261	-1	1,051	29	6,312	28	
	Jan21	2,353	2,467	434	5,254	-7	1,074	23	6,328	16	
	Feb21	2,364	2,477	435	5,276	22	1,085	11	6,361	33	
	Mar21	2,368	2,483	438	5,289	13	1,101	16	6,390	29	
	Apr21	2,354	2,489	443	5,286	-3	1,110	9	6,396	6	
	May21	2,339	2,494	448	5,281	-5	1,134	24	6,415	19	
	Jun21	2,336	2,493	462	5,291	10	1,129	-5	6,420	5	
2021	Jul21	2,329	2,500	464	5,293	2	1,152	23	6,445	25	
2021	Aug21	2,324	2,510	470	5,304	11	1,166	14	6,470	25	
2022	Sept21	2,324	2,515	477	5,316	12	1,194	28	6,510	40	
	Oct 21	2,335	2,521	484	5,340	24	1,233	39	6,573	63	
	Nov 21	2,332	2,529	491	5,352	12	1,245	12	6,597	24	
	Dec 21	2,331	2,549	492	5,372	20	1,285	40	6,657	60	
	Jan 22	2,331	2,550	497	5,378	6	1,318	33	6,696	39	
	Feb 22	2,327	2,557	504	5,388	10	1,368	50	6,756	60	
	Mar 22	2,329	2,567	507	5,403	15	1,415	47	6,818	62	
	Apr22	2,325	2,576	518	5,419	16	1,442	27	6,861	43	
	May22	2,335	2,592	534	5,461	42	1,482	40	6,943	82	
	Jun22	2,344	2,600	560	5,504	43	1,493	11	6,997	54	
	Jul22	2,349	2,615	573	5,537	33	1,509	16	7,046	49	
	2022	Aug22	2,357	2,636	592	5,585	48	1,498	-11	7,083	37
	2023	Sept 22	2,362	2,659	603	5,624	39	1,483	-15	7,107	24
Oct 22		2,367	2,669	616	5,652	28	1,489	6	7,141	34	
Nov 22		2,361	2,680	619	5,660	8	1,475	-14	7,135	-6	
Dec 22		2,368	2,680	626	5,674	14	1,465	-10	7,139	4	
Jan 23		2,365	2,695	635	5,695	21	1,458	-7	7,153	14	
Feb 23		2,370	2,701	650	5,721	26	1,420	-38	7,141	-12	
Mar 23		2,371	2,711	662	5,744	23	1,407	-13	7,151	10	
Apr 23		2,368	2,714	669	5,751	7	1,400	-7	7,151	0	
May 23		2,363	2,719	665	5,747	-4	1,384	-16	7,131	-20	
Jun 23		2,377	2,733	674	5,784	37	1,369	-15	7,153	22	
Jul 23		2,379	2,730	673	5,782	-2	1,350	-19	7,132	-21	
2023		Aug 23	2,388	2,742	675	5,805	23	1,327	-23	7,132	0
<b>August 2023</b>											
<b>Inactive Appraisers</b>		GENERAL 46	RESIDENTIAL 47	LICENSE 17	TOTAL 110		TRAINEE 170		TOTAL 280		
									<b>Out-of-State Temporary Registrations:</b>	<b>127</b>	
									<b>Total All License Holders:</b>	<b>7,539</b>	

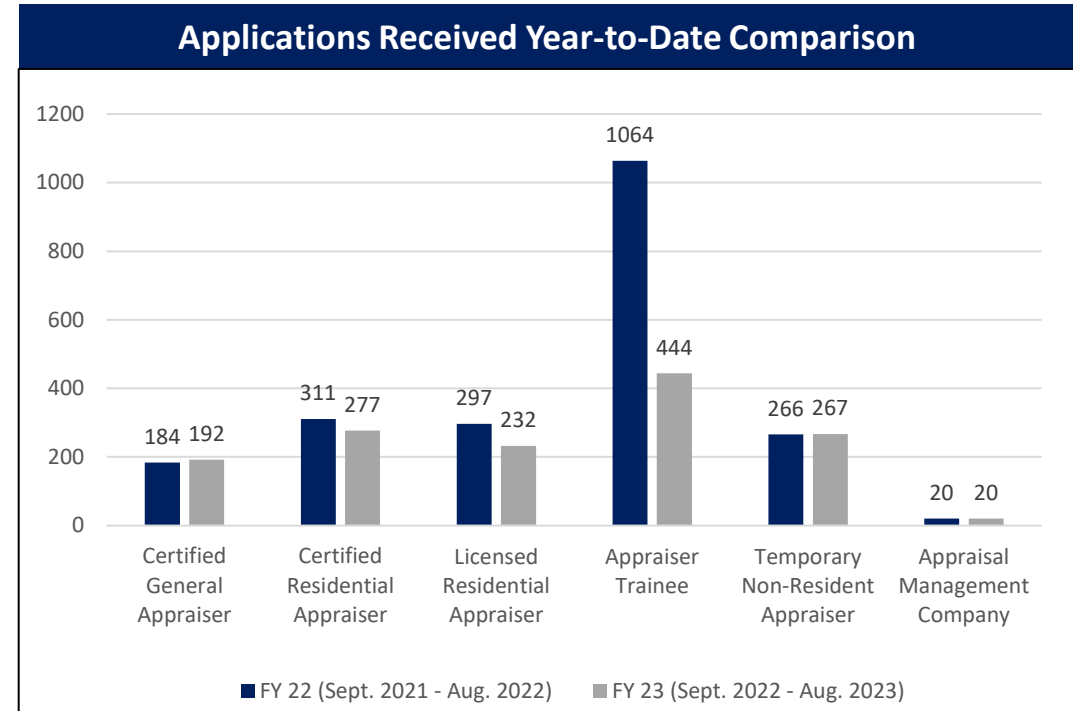
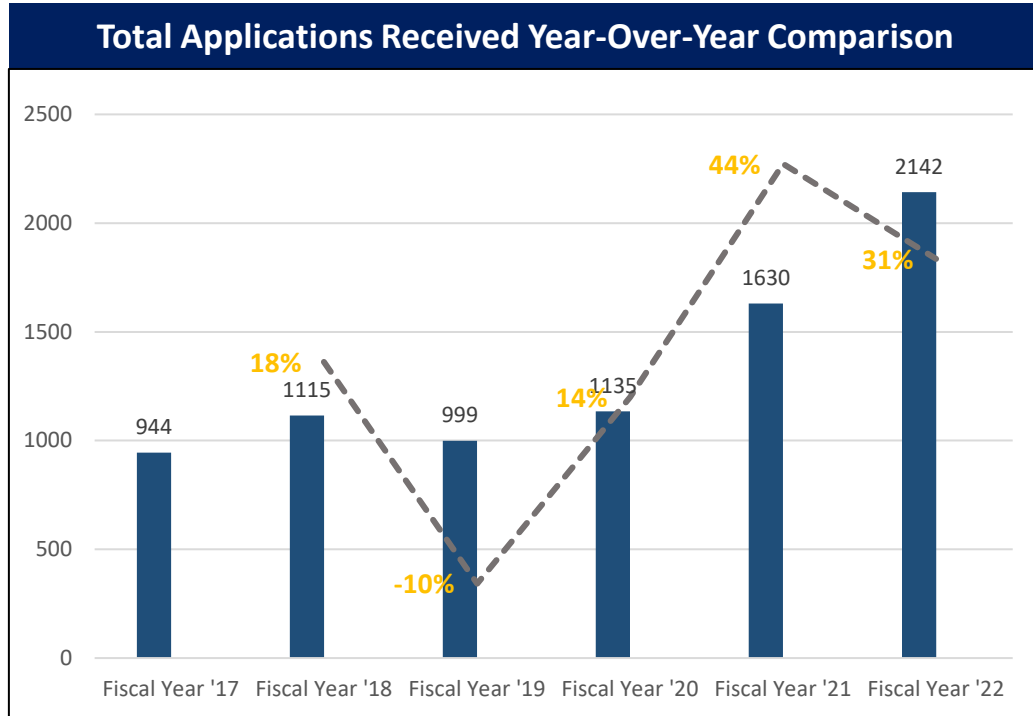
**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD  
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS**

August 2023

FISCAL YEAR	MONTH	Total Apps Received	Total AMC Registrations Issued	Total AMC Renewals Issued
<b>2015 - Total</b>				
		16	15	17
<b>2016 - Total</b>				
		10	11	128
<b>2017 - Total</b>				
		16	15	21
<b>2018 - Total</b>				
		12	12	121
<b>2019 - Total</b>				
		8	9	25
<b>2020 - Total</b>				
		14	15	107
<b>2021 - Total</b>				
		14	14	34
<b>2022</b>	Sep 21	2	2	2
	Oct 21	2	2	8
	Nov 21	2	2	4
	Dec 21	3	3	2
	Jan 22	0	0	3
	Feb 22	2	2	4
	Mar 22	1	1	12
	Apr 22	1	1	10
	May 22	3	1	24
	Jun 22	1	1	27
	July 22	3	0	11
	Aug 22	0	3	5
<b>2022 - Total</b>				
		20	18	112
<b>2023</b>	Sept 22	2	3	3
	Oct 22	3	2	5
	Nov 22	1	1	9
	Dec 22	0	2	0
	Jan 23	1	1	3
	Feb 23	1	0	1
	Mar 23	3	2	3
	Apr 23	3	3	1
	May 23	1	3	7
	Jun 23	3	2	2
	Jul 23	0	1	7
	Aug 23	1	1	2
Registrations issued from March 2012 to August 2023			<b>335</b>	
Registrations Expired > 6 months as of August 2023			<b>-92</b>	
Registrations Expired < 6 months as of August 2023			<b>-1</b>	
Registrations Surrendered			<b>-30</b>	
Registrations Revoked			<b>-3</b>	
Registrations Relinquished			<b>-17</b>	
Registrations Re-Issued > 6 months after expiration date			<b>-8</b>	
Federally Regulated AMCs			<b>-2</b>	
<b>TOTAL AMC REGISTRATIONS</b>			<b>182</b>	

<b>AMC Registrations Year-Over-Year</b>			
	Total AMC Registrations	Variance	% Change
Fiscal Year 17	172		
Fiscal Year 18	168	-4	-2%
Fiscal Year 19	162	-6	-4%
Fiscal Year 20	163	1	1%
Fiscal Year 21	175	12	7%
Fiscal Year 22	174	-1	-1%

# Applications Received



### Applications Received Month-Over-Month Comparison

	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
Certified General Appraiser	24	17	12	17	13	17	17	16	12	25	16	12	19
Certified Residential Appraiser	40	21	28	22	26	23	18	24	28	33	21	19	26
Licensed Residential Appraiser	34	21	32	25	16	18	16	17	15	21	19	18	20
Appraiser Trainee	89	61	50	32	38	46	27	38	33	31	37	32	30
Temporary Non-Resident Appraiser	28	20	30	23	27	16	25	27	13	16	22	20	24
Appraisal Management Company	0	2	3	2	0	1	1	3	3	1	2	0	1



# Application Processing Time

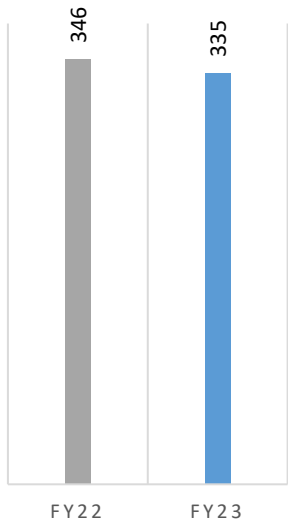
Average Number of Days to Process Applications

Average Number of Calendar Days to Process a License (Application Review & Experience Audit)

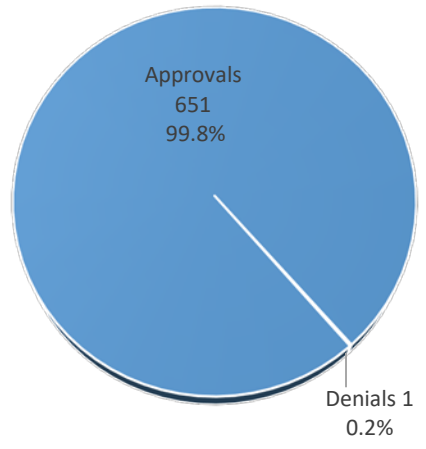
	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	49	38	66	34	52	43	59	49	60	38	40	59	42
Certified General Appraiser – Reciprocity (Goal: 14 days)	2	3	2	1	1	1	2	2	1	2	2	2	1
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	48	48	71	63	57	57	50	56	56	39	39	52	47
Certified Residential Appraiser – Reciprocity (Goal: 14 days)	2	1	1	1	1	2	1	1	2	2	2	1	1
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	48	36	65	47	54	45	52	47	65	33	26	48	46
Licensed Residential Appraiser – Reciprocity (Goal: 14 days)	2	3	2	NA	NA	1	1	NA	1	NA	1	NA	NA
Appraiser Trainee (Goal: 14 days)	4	5	3	4	3	3	2	2	2	2	3	3	3
Temporary Non-Resident Appraiser (Goal: 5 days)	3	3	2	2	1	2	1	2	1	2	2	2	2
Appraisal Management Company (Goal: 14 days)	4	3	2	1	1	2	NA	2	1	3	6	7	2

## Certified and Licensed Residential Experience Audit Summary

### Residential audits received



### FY22 – 23 Residential Audit Outcome

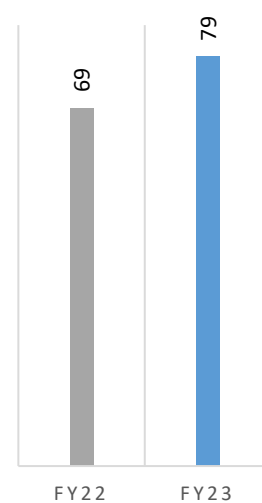


### Residential Audit Processing Year-Over-Year

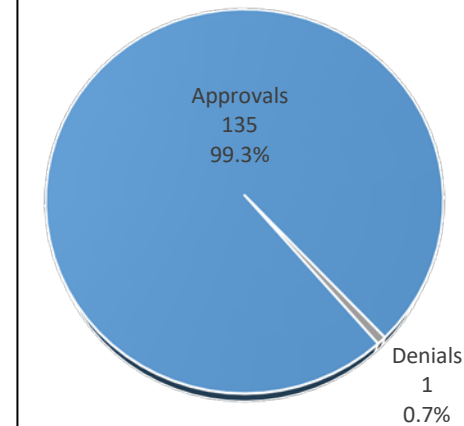
	Closed	Average Processing
Fiscal Year 2018	116	100 Days
Fiscal Year 2019	171	83 Days
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
<b>Fiscal Year 2023</b>	<b>364</b>	<b>45 days</b>

## Certified General Experience Audit Summary

### Commercial audits received



### FY22 - 23 Commercial Audit Outcome



### Commercial Audit Processing Year-Over-Year

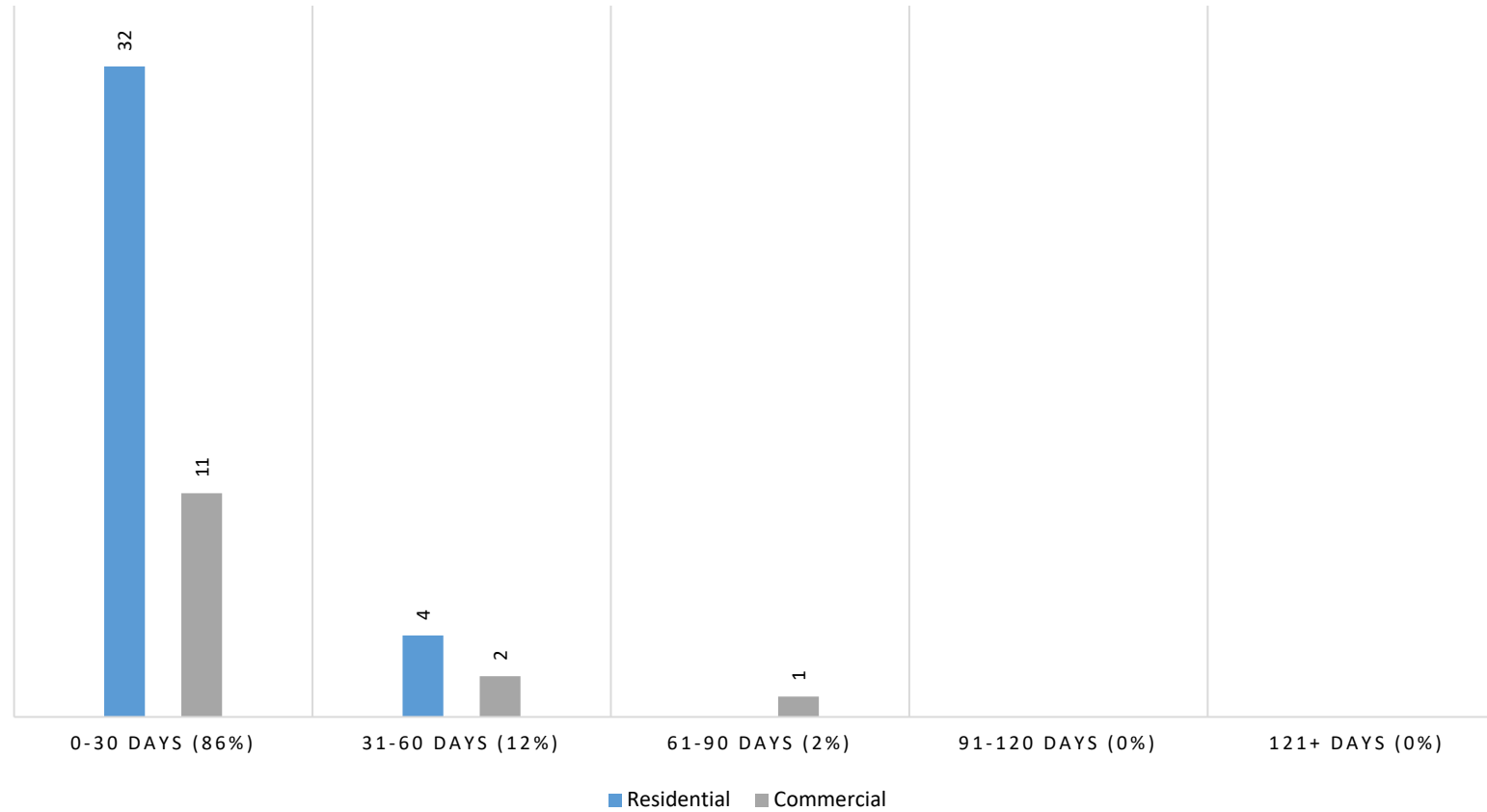
	Closed	Average Processing
Fiscal Year 2018	47	160 Days
Fiscal Year 2019	52	218 Days
Fiscal Year 2020	79	124 Days
Fiscal Year 2021	53	30 Days
Fiscal Year 2022	62	46 Days
<b>Fiscal Year 2023</b>	<b>78</b>	<b>41 days</b>

# Renewal Activity

## Year-to-Date Comparison

	FY 21 (Sept. 2020 - Aug. 2021)		FY 23 (Sept. 2022 - Aug. 2023)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	1,151	87.46%	1,152	90.57%	1	0.09%
Certified Residential Renewals	1,134	92.80%	1,192	91.98%	58	5.11%
Licensed Residential Renewals	186	84.16%	206	76.58%	20	10.75%
Appraiser Trainee Renewals	235	58.02%	293	61.68%	58	24.68%

# Open Experience Audit Snapshot



\*There is 1 audit in the 61–90-day category. This audit is pending reports from the applicant.

**Financial Services Division**  
**TALCB Budget Status Report**  
**August 2023 - Fiscal Year 2023**

Expenditure Category	Beginning Balance FY2023	Expenditures	Remaining Balance	Budget % Remaining	Comments
Actual Beginning Balance	\$3,465,390		\$3,465,390		includes Trust cash balances as of 8/31/2022
Operating Reserves	(\$889,252)		(\$889,252)		
<b>Available balance within Texas Treasury Safekeeping Trust</b>	<b>\$2,576,138</b>		<b>\$2,576,138</b>		remaining available budget to consider to balance FY2023 budget
Salaries & Wages	\$1,433,518	\$1,391,002	\$42,516	3.0%	
Other Personnel Costs	504,631	452,634	\$51,998	10.3%	
Professional Services	426,859	229,492	\$197,367	46.2%	Luna Data - Computer consultant services paid with ASC grant; Have not had to use the contingency funds authorized to hire contractors.
Consumables	2,000	402	\$1,598	79.9%	lower than expected consumable supplies purchased
Utilities	109	285	(\$176)	-161.0%	Replacement headsets purchased that were not budgeted.
Travel	32,000	39,159	(\$7,159)	-22.4%	
Rent - Building - Other	21,892	19,741	\$2,151	9.8%	No further building lease expenses remain.
Rent - Equipment	10,464	1,726	\$8,738	83.5%	Copier lease less than budgeted amount
Other Operating Expense	76,038	90,278	(\$14,240)	-18.7%	
<b>Subtotal -Operations Expenditures</b>	<b>2,507,511</b>	<b>2,224,718</b>	<b>282,793</b>	<b>11.3%</b>	
DPS Criminal History Background Checks	2,000	846	1,154	57.7%	
Statewide Cost Allocation Plan (SWCAP)	31,209	30,928	281	0.9%	Last 2 quarters of SWCAP to be paid in August.
Contribution to General Revenue	22,500	22,500	0	0.0%	
<b>Subtotal - Nonoperational Expenditures</b>	<b>55,709</b>	<b>54,274</b>	<b>1,435</b>	<b>2.6%</b>	
<b>Total Expenditures and GR Contribution</b>	<b>2,563,220</b>	<b>2,278,992</b>	<b>284,228</b>	<b>11.1%</b>	
Revenue	FY2023 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,973,845	\$1,784,895	\$188,950	9.6%	
AMCs	279,380	354,988	(\$75,608)	-27.1%	
ACE Program Revenue	15,155	20,825	(\$5,670)	-37.4%	
Examination fees	4,340	7,050	(\$2,710)	-62.4%	
Other Miscellaneous Revenue	40,127	57,847	(\$17,720)	-44.2%	
TALCB ASC grant	120,000	144,801	(\$24,801)	-20.7%	ASC grant to develop Complaint portal
<b>Total Revenue</b>	<b>\$2,432,847</b>	<b>\$2,370,407</b>	<b>\$62,440</b>	<b>2.6%</b>	
<b>Operating Gains/ Losses</b>	<b>(\$130,373)</b>	<b>\$91,415</b>	<b>(\$38,958)</b>	<b>29.9%</b>	
<b>Restricted Education Reserve Fund Carryforward</b>	<b>\$22,914</b>	<b>\$9,979</b>			Balance in Education Reserve Fund as of report date.
<b>Revenue Over/(Under) Expenditures &amp; Transfers</b>	<b>\$2,468,679</b>	<b>\$101,394</b>	<b>\$2,354,350</b>		

## Financial Services Division

# TX Appraiser Licensing & Certification Board Operating Account No. 3056 Investments Holdings Report

**August 2023**

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
06/15/2023	1,032,000.00	982,342.05	987,696.56	3,990.94	991,687.50	549.84	U.S. T-Notes, .250	06/15/2024
09/15/2022	1,000,000.00	962,421.88	994,218.75	4,414.06	998,632.81	577.45	U.S. T-Notes, .125	09/15/2023
12/15/2022	643,000.00	615,270.63	631,069.33	2,788.01	633,857.34	171.29	U.S. T-Notes, .125	12/15/2023
03/24/2023	122,000.00	117,496.90	118,273.28	471.80	118,745.08	140.90	U.S. T-Notes, .250	03/15/2024
<b>Totals</b>	<b>\$ 2,797,000.00</b>	<b>\$ 2,677,531.46</b>	<b>\$ 2,731,257.92</b>	<b>\$ 11,664.81</b>	<b>\$ 2,742,922.73</b>	<b>\$ 1,439.48</b>		

### Monthly Activity

Beginning Balance	Current Month	Cumulative Totals
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<b>Beginning Cash Available Balance</b>	\$	730,260.90	
<b>Current Month Receipts</b>	\$	301,212.72	
<b>Current Month Disbursements</b>	\$	<u>(163,423.24)</u>	
<b>Total Cash</b>	<b>\$</b>	<b>868,050.38</b>	
<b>Investment Ending Market Value</b>		<u><b>2,742,922.73</b></u>	
<b>Total Account Balance</b>		<b>3,610,973.11</b>	
<b>Operating Reserves</b>		<u><b>(889,252.00)</b></u>	
<b>Ending Balance Available for Operations</b>	<b>\$</b>	<u><b>2,721,721.11</b></u>	

Investment Compliance: These investments have been made in compliance with the Board's Investment Policy.

Ranada O. Williams

\_\_\_\_\_  
Ranada Williams, Investment Officer

Melissa Huerta

\_\_\_\_\_  
Melissa Huerta, Alternate Investment Officer

Kemya Dean

\_\_\_\_\_  
Kemya Dean, Alternate Investment Officer

**Financial Services Division**

**Tx Appraiser Licensing & Certification Board Administrative Penalties Account  
No. 3193**

**August 2023**

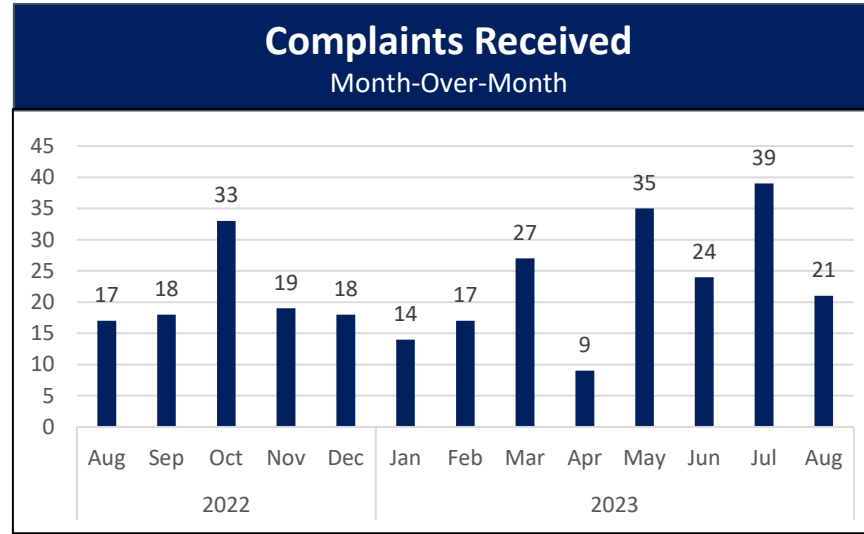
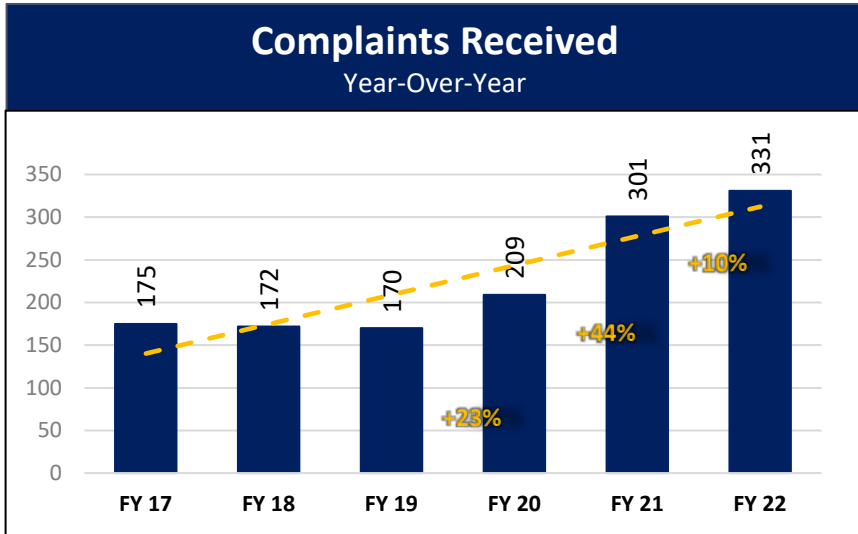
<b><u>Monthly Activity</u></b>		
Beginning Balance	Current Month	Cumulative Totals

<b>Beginning Balance</b>	\$	9,978.99	
<b>Current Month Receipts</b>			
	Admin Penalties	\$	9,996.01
	Interest Earned		28.37
<b>Current Month Disbursements</b>		\$	<u>(10.21)</u>
<b>Total Cash</b>		\$	<u>1.14</u>
Reserved for Education Development			<u>(1.14)</u>
<b>Ending Balance</b>	\$		<u><u>0.00</u></u>

# TALCB Enforcement Report

Current as of August 31, 2023

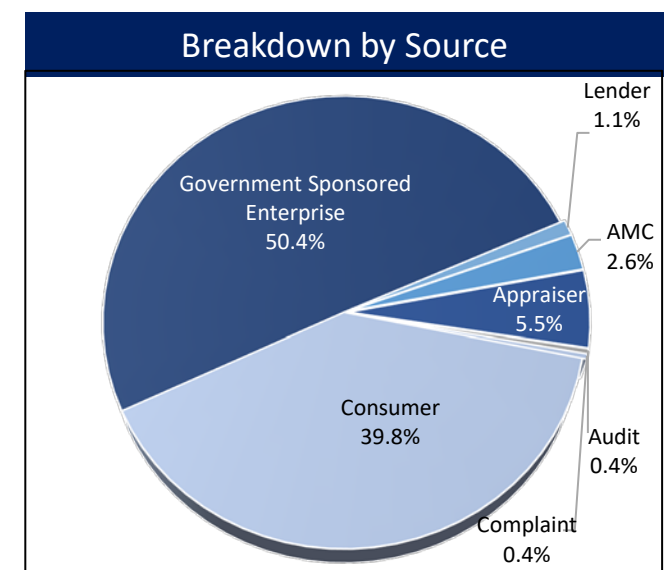
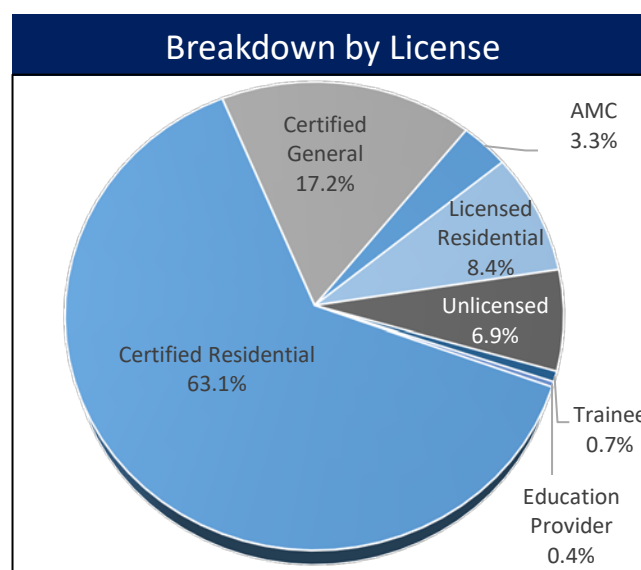
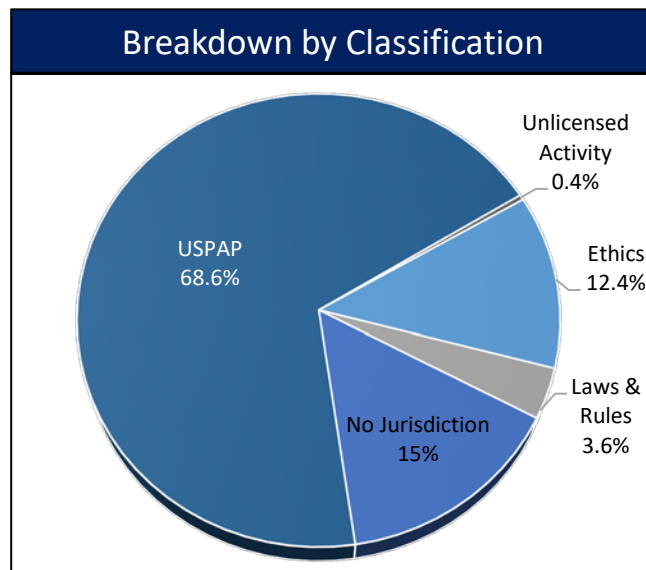
# Complaints Received



### Fiscal Year 2023 Summary

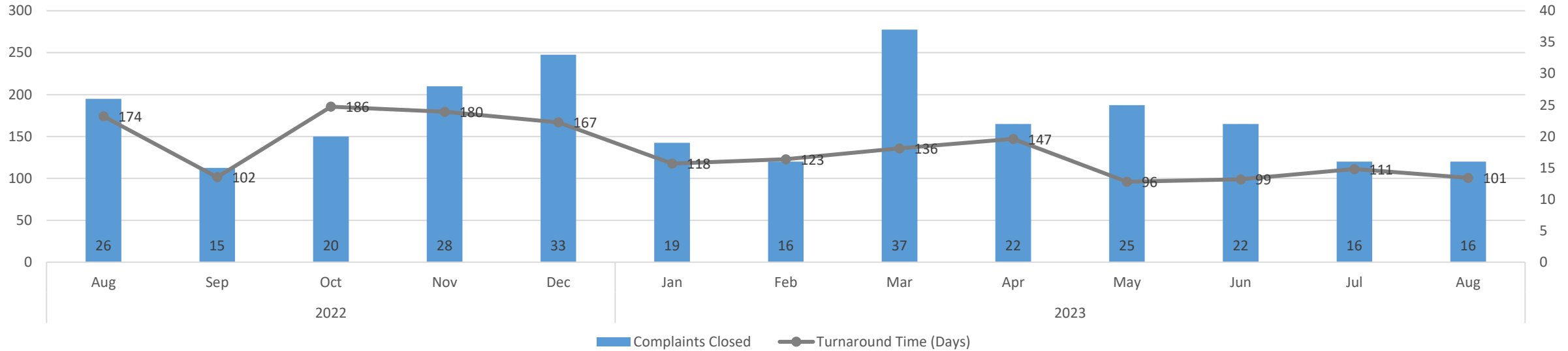
274	Complaints Received
251	Respondents
<4%	License Holders Receive a Complaint

## Fiscal Year 2023 Complaints Received by Category



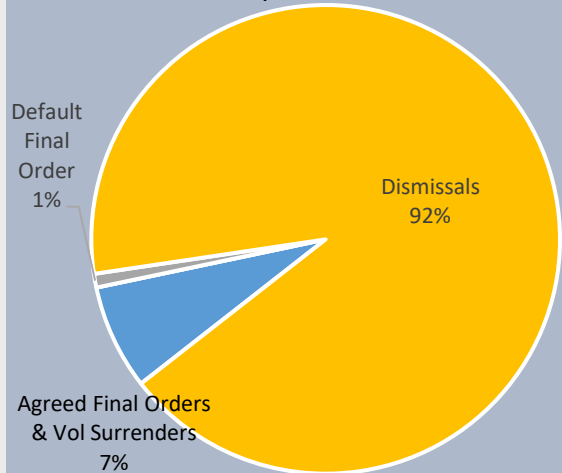


# Complaint Resolution

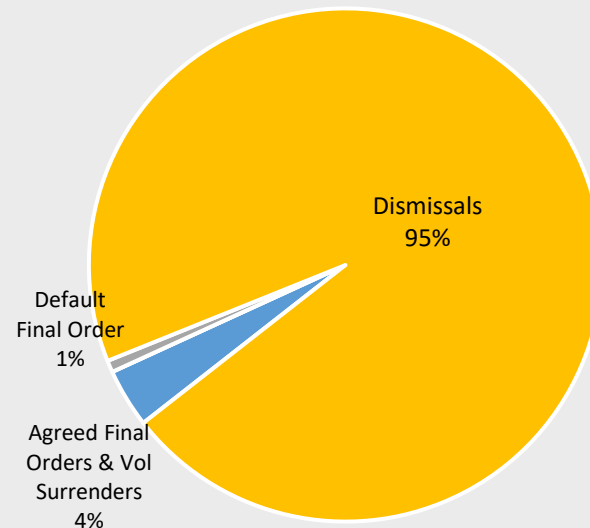


## FY22 Complaint Outcome

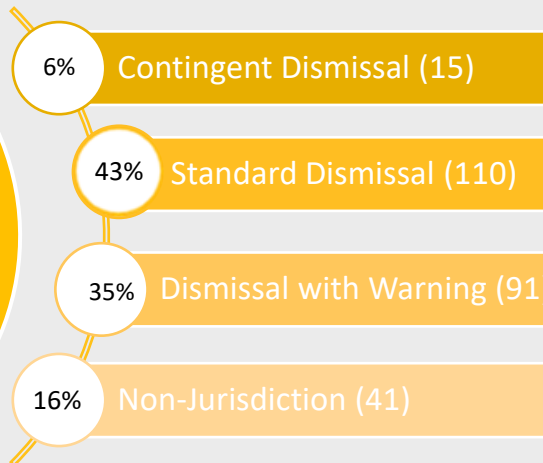
317 Complaints Resolved



## FY23 Complaint Outcome



## FY23 Dismissal Breakdown



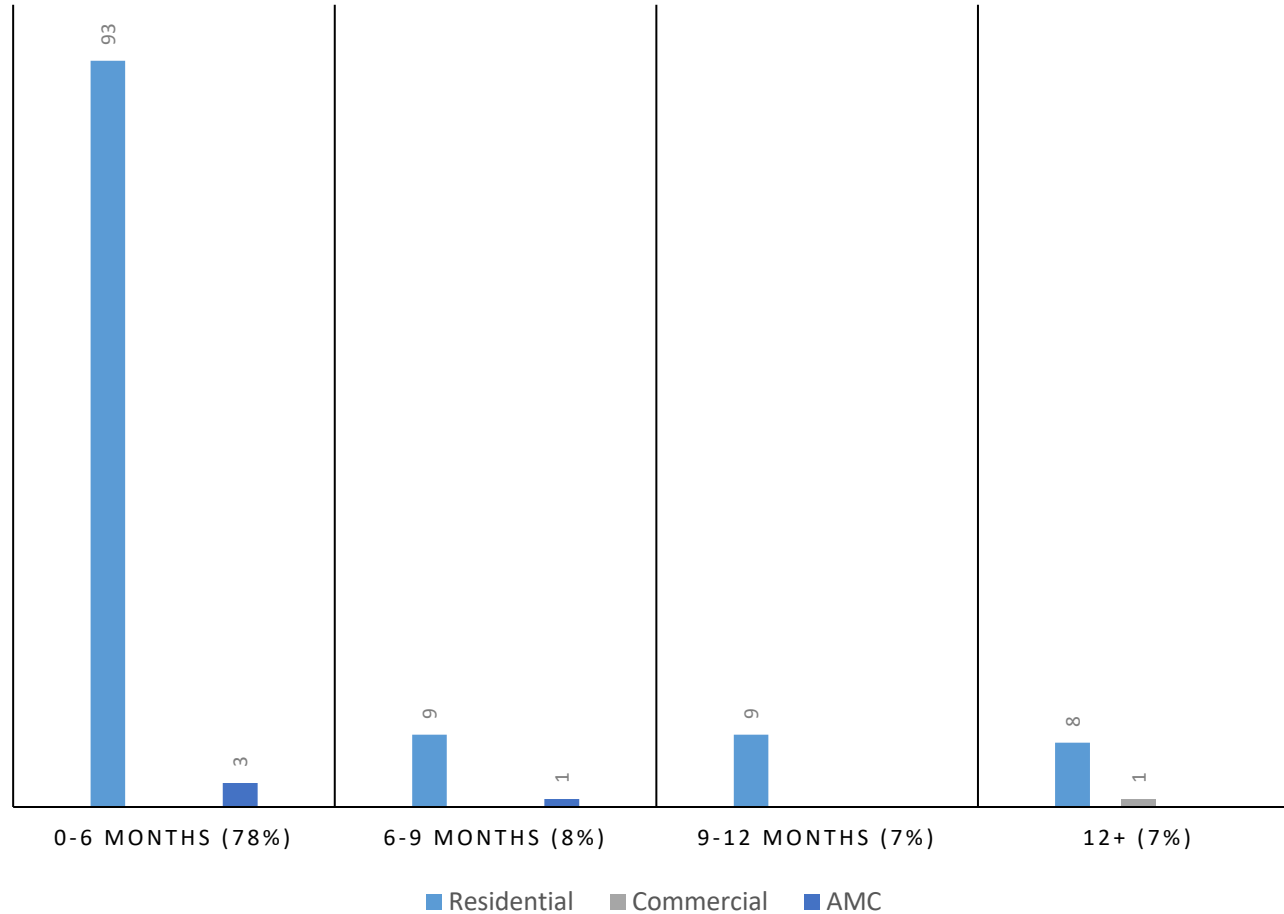
## Fiscal Year 2023 Summary

269 Complaints Resolved

135 Days Average turnaround time  
Sunset Goal: Resolve complaints within 180-day on average

<1% License holders receive discipline

# Open Complaint Snapshot



## Open Complaint Data

**124 Open Complaints**

**23 Cases Abated**

- 13 pending litigation
- 10 pending Texas Workforce Commission Civil Rights Division Review

**9 Cases Over 1 Year Old**

ASC Policy Statement: Resolve cases within 1 year absent special documented circumstances.

- 9 cases abated