



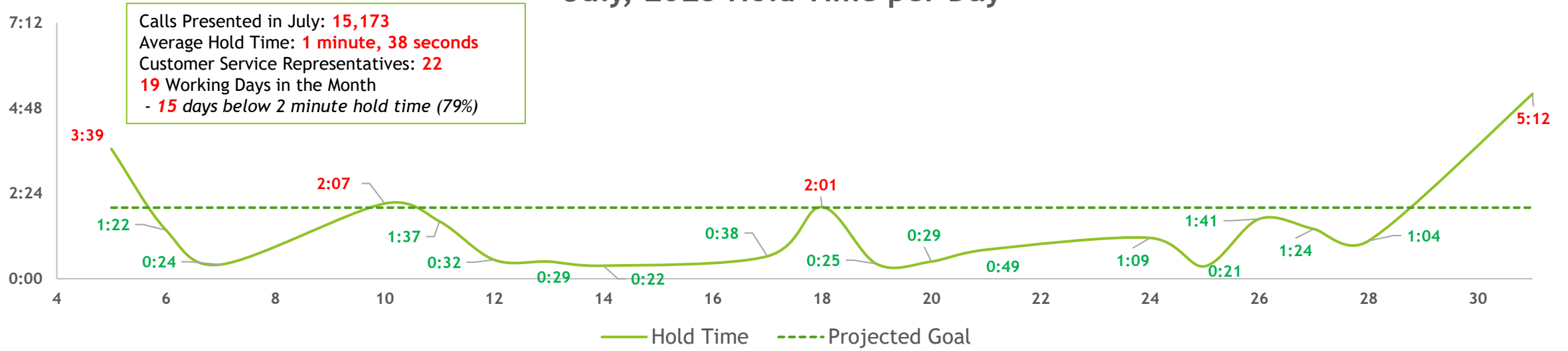
## **Staff Reports for July 2023**

# Customer Relations Division

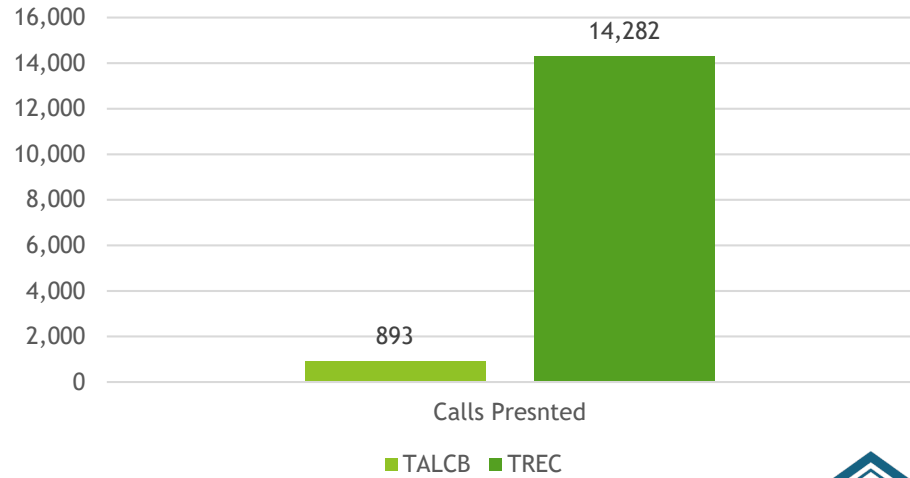
July, 2023 Monthly Report



# July, 2023 Hold Time per Day



## July, 2023

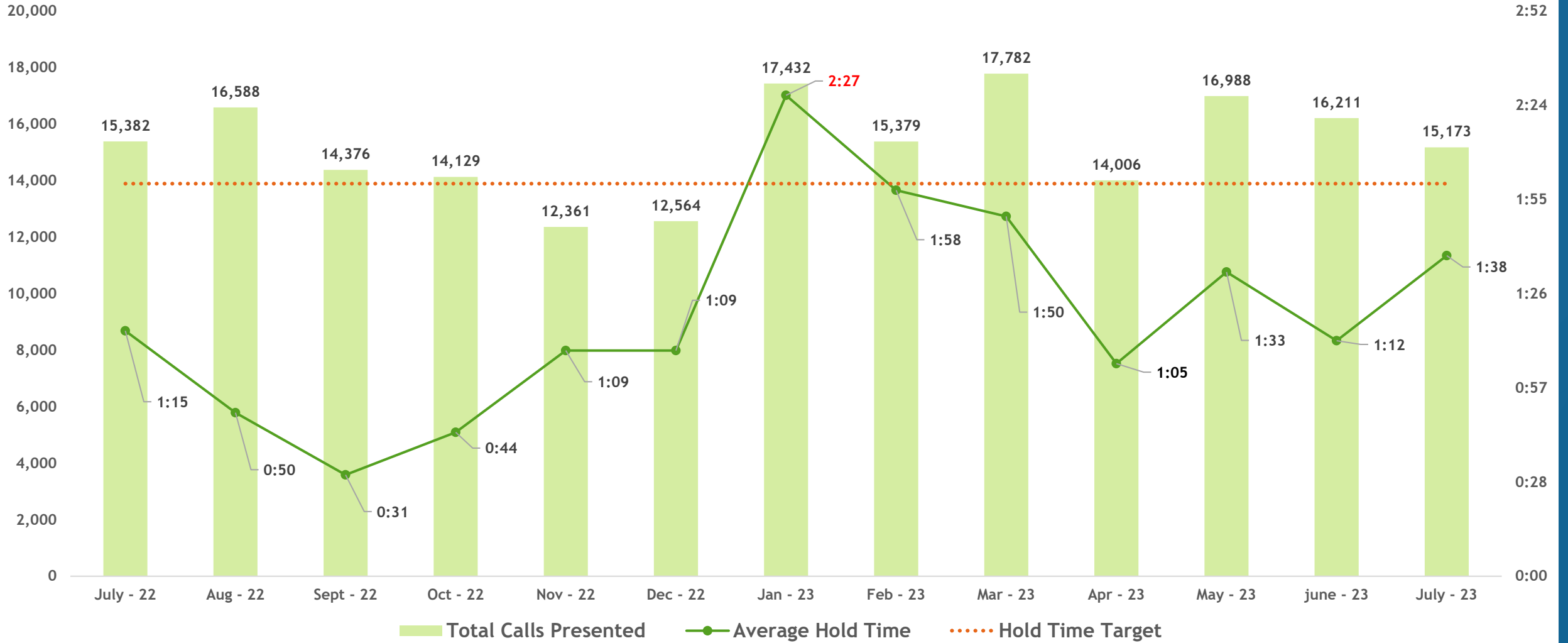


**TALCB - 893 Calls (5.88%) 1 minute, 35 second hold time**  
**TREC - 14,282 Calls (94.12%) 1 minute, 38 second hold time**



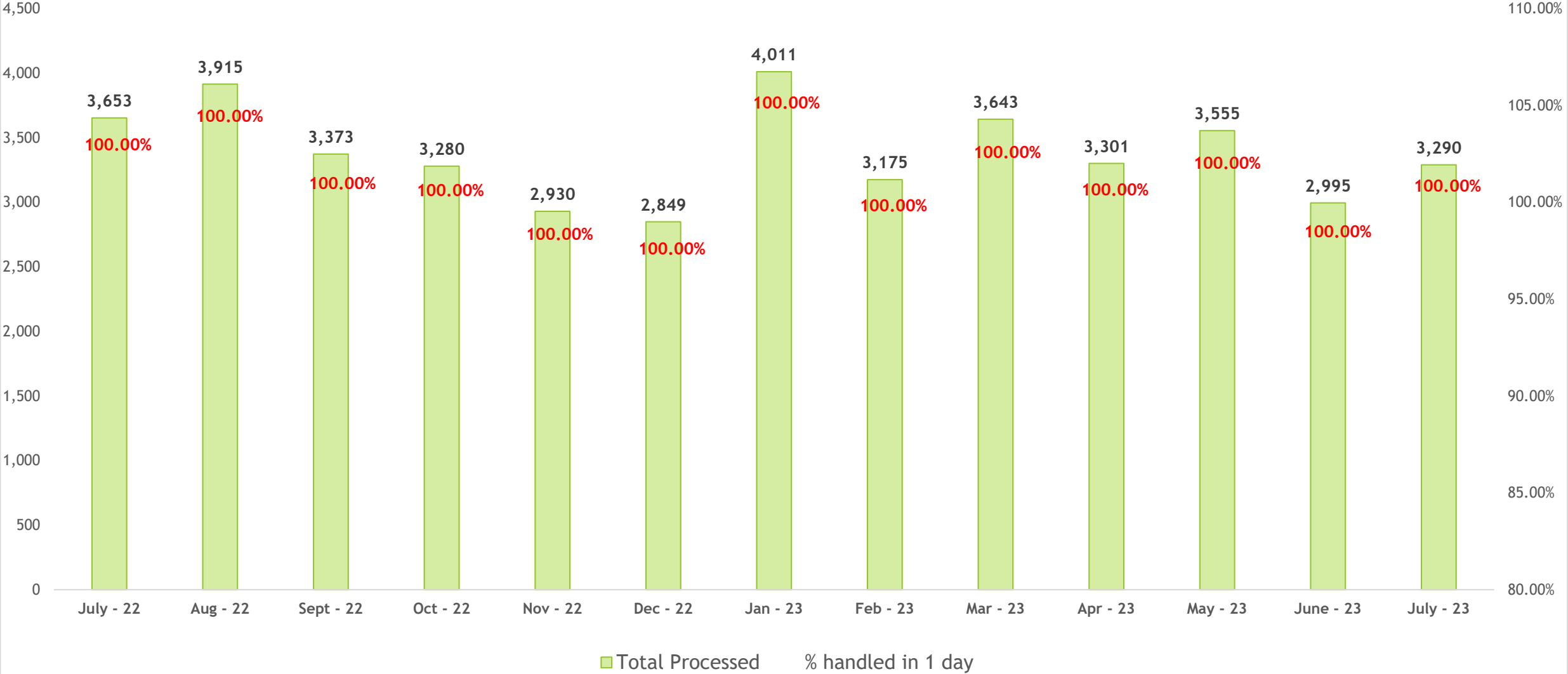
# 13 Month Comparison of Calls Presented vs. Hold Time

(July, 2022 to July, 2023)



# 13 Month Comparison of Emails Processed

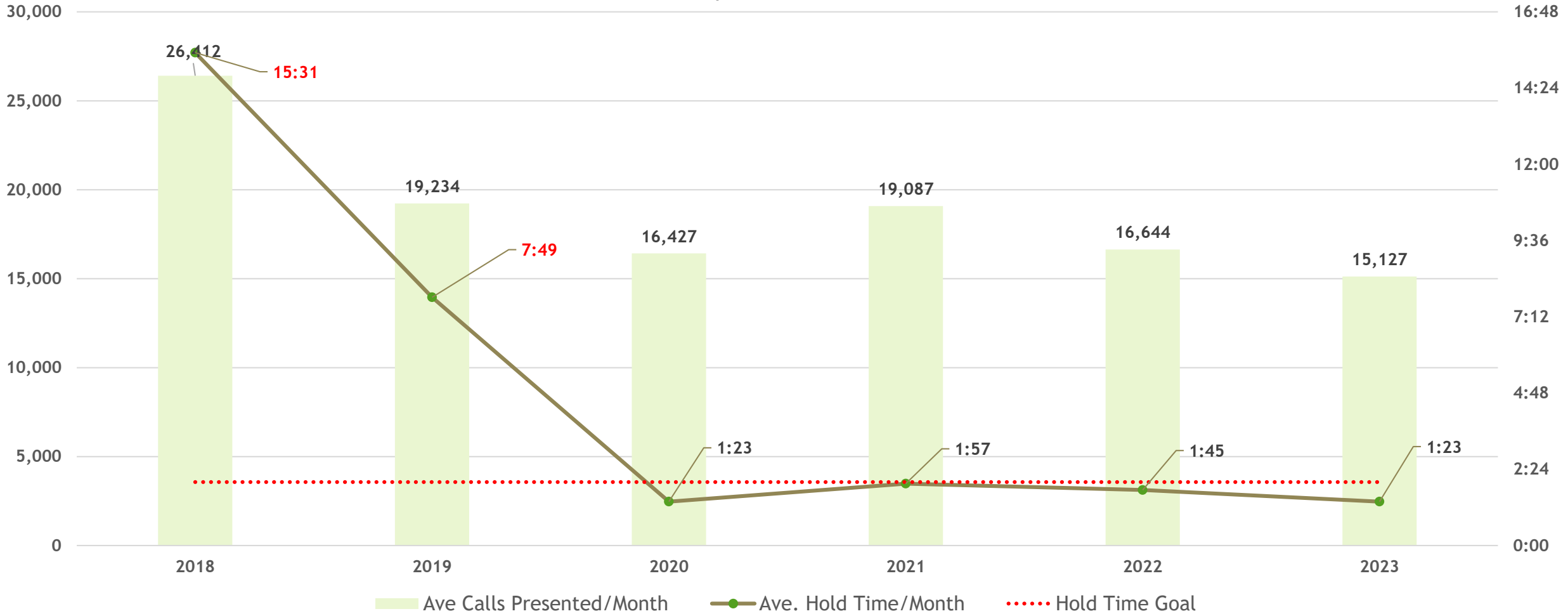
(July, 2022 to July, 2023)



# Fiscal Year Comparison

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

FY2023: Sept, 2023 to June, 2023



# TALCB Education Report

July 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		5
Renewal ACE Provider	0	0	0	0	0	0	0	1	2	2	11		16
Initial ACE Elective Course	15	13	14	13	12	27	17	13	20	14	9		167
Classroom Delivery	6	10	8	9	10	16	13	11	12	12	8		115
Online Delivery	9	3	6	4	2	11	4	2	8	2	1		52
Renewal ACE Elective Course	2	5	5	7	13	7	8	11	7	18	11		94
Classroom Delivery	0	2	0	3	6	4	3	7	2	8	6		41
Online Delivery	2	3	5	4	7	3	5	4	5	10	5		53
Qualifying Course Acceptance	0	2	3	5	11	2	5	2	4	2	2		38
Classroom Delivery	0	0	1	4	9	0	4	2	4	2	1		27
Online Delivery	0	2	2	1	2	2	1	0	0	0	1		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>320</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		4
Renewal ACE Provider	0	0	0	0	0	0	0	0	0	1	1		2
Initial ACE Elective Course	7	12	10	13	18	17	28	14	16	12	13		160
Classroom Delivery	5	9	10	8	13	14	14	11	11	10	11		116
Online Delivery	2	3	0	5	5	3	14	3	5	2	2		44
Renewal ACE Elective Course	2	4	2	4	12	7	11	6	7	15	11		81
Classroom Delivery	0	1	1	0	5	4	5	1	4	5	7		33
Online Delivery	2	3	1	4	7	3	6	5	3	10	4		48
Qualifying Course Acceptance	0	3	7	2	14	2	3	5	3	2	5		46
Classroom Delivery	0	0	2	1	12	0	2	5	3	2	4		31
Online Delivery	0	3	5	1	2	2	1	0	0	0	1		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>293</b>



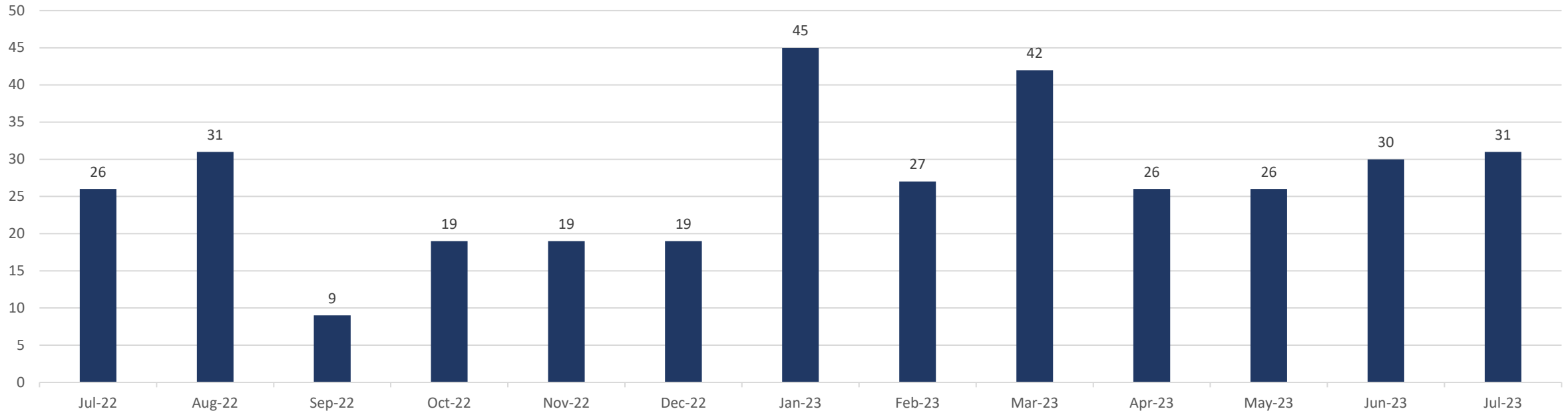
## Education & Examinations Division

### TALCB Applications Approved 13-Month Comparison

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

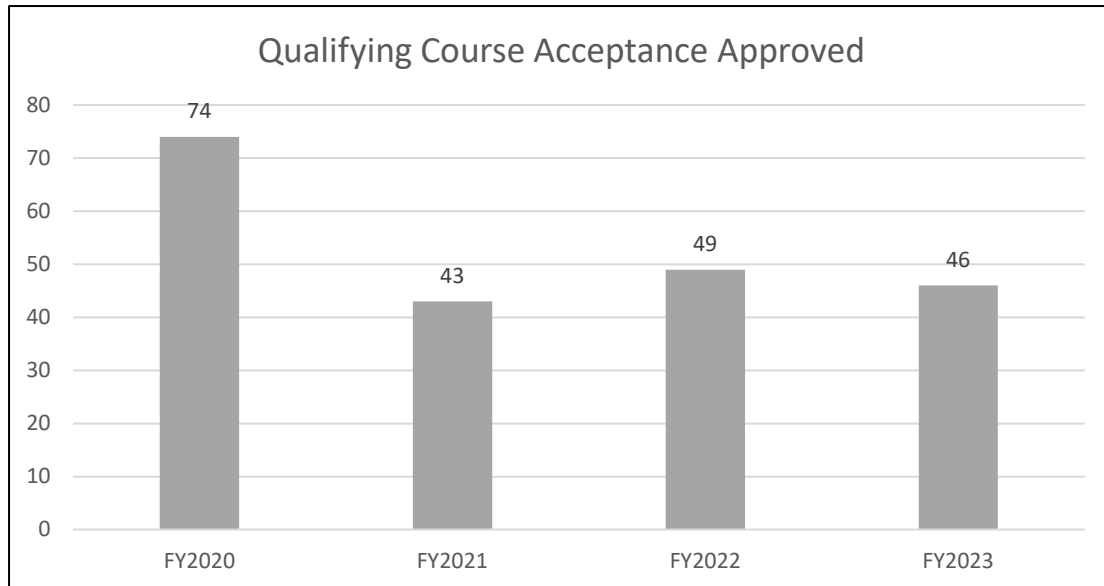
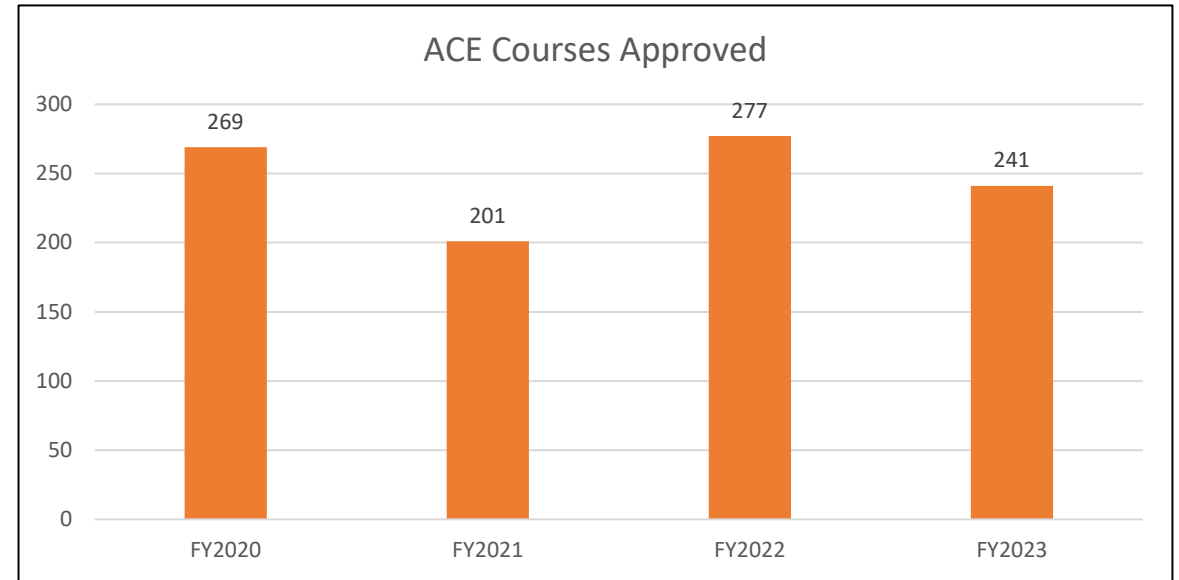
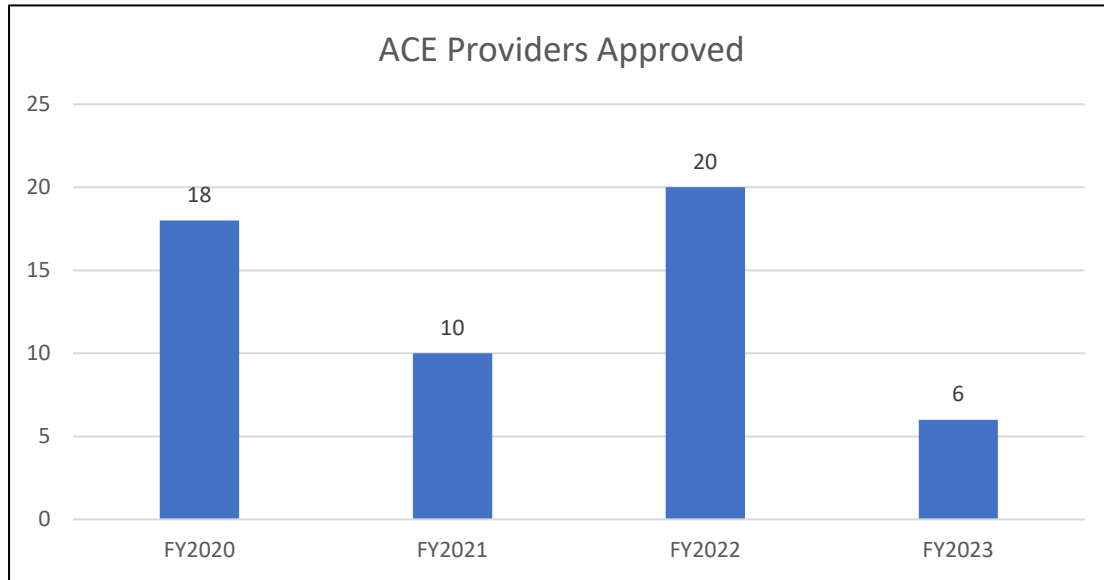
Qualifying Course Acceptance	3	3	0	3	7	2	14	2	3	5	3	2	5
ACE Courses	22	28	9	16	12	17	30	24	39	20	23	27	24
<b>All Course Applications</b>	<b>25</b>	<b>31</b>	<b>9</b>	<b>19</b>	<b>19</b>	<b>19</b>	<b>44</b>	<b>26</b>	<b>42</b>	<b>25</b>	<b>26</b>	<b>29</b>	<b>29</b>

<b>All Applications Approved</b>	<b>26</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>
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# Education & Examinations Division

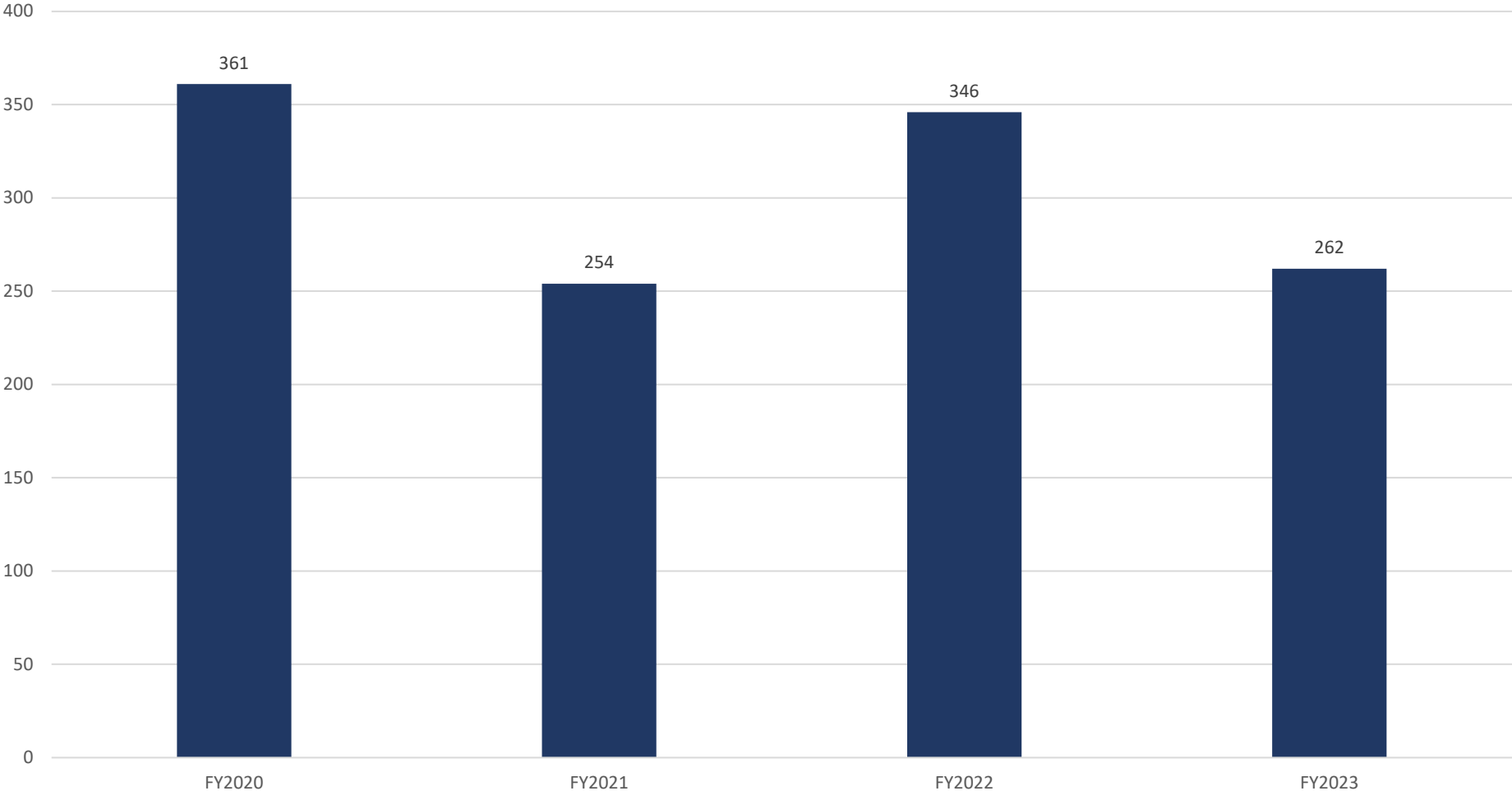
## TALCB Total Applications Approved - Fiscal Year



# Education & Examinations Division

All TALCB Applications Approved

Year-Over-Year Comparison



**Education & Examinations Division - July 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	83	49	132	<b>63%</b>	40	46	86	47%	218	56%	143	86%
FYTD 2022	63	35	98	64%	38	62	100	38%	198	51%	118	86%
July 2023	2	2	4	50%	5	4	9	56%	13	54%	9	78%
July 2022	10	7	17	59%	3	5	8	38%	25	52%	21	62%

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	98	55	153	<b>64%</b>	42	72	114	37%	267	52%	166	84%
FYTD 2022	81	36	117	69%	37	47	84	44%	201	59%	133	89%
July 2023	6	3	9	67%	5	9	14	36%	23	48%	20	55%
July 2022	8	2	10	80%	3	6	9	33%	19	58%	19	58%

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	22	32	54	<b>41%</b>	28	41	69	41%	123	41%	68	74%
FYTD 2022	19	20	39	49%	17	32	49	35%	88	41%	50	72%
July 2023	2	5	7	29%	4	3	7	57%	14	43%	14	43%
July 2022	4	0	4	100%	2	2	4	50%	8	75%	7	86%

# TALCB Licensing Report

Current as of July 31, 2023

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

FISCAL YEAR	END OF MONTH				TOTAL	G.R.L.	TRAINEE	TRAINEE	TOTAL	
		GENERAL	RESIDENTIAL	LICENSE	G.R.L.	CHANGE		CHANGE	CHANGE	
<b>2013</b>	Aug13	2,367	2,371	470	5,208		724		5,932	
<b>2014</b>	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
<b>2015</b>	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
<b>2016</b>	Aug16	2,426	2,425	416	5,267	10	789	10	6,056	20
<b>2017</b>	Aug17	2,398	2,407	423	5,228	-39	868	79	6,096	40
<b>2018</b>	Aug18	2,384	2,394	435	5,213	-15	938	70	6,151	55
<b>2019</b>	Aug19	2,366	2,412	430	5,208	-5	1,029	91	6,237	86
<b>2020</b>	Aug20	2,371	2,426	421	5,218	10	1,081	52	6,299	62
<b>2021</b>	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
Jul21	2,329	2,500	464	5,293	2	1,152	23	6,445	25	
Aug21	2,324	2,510	470	5,304	11	1,166	14	6,470	25	
<b>2022</b>	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
	Aug22	2,357	2,636	592	5,585	48	1,498	-11	7,083	37
<b>2023</b>	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	
<b>July 2023</b>										
<b>Inactive Appraisers</b>		GENERAL	RESIDENTIAL	LICENSE	TOTAL		TRAINEE		TOTAL	
		46	46	16	108		172		280	
<b>Out-of-State Temporary Registrations:</b>									<b>127</b>	
<b>Total All License Holders:</b>									<b>7,539</b>	

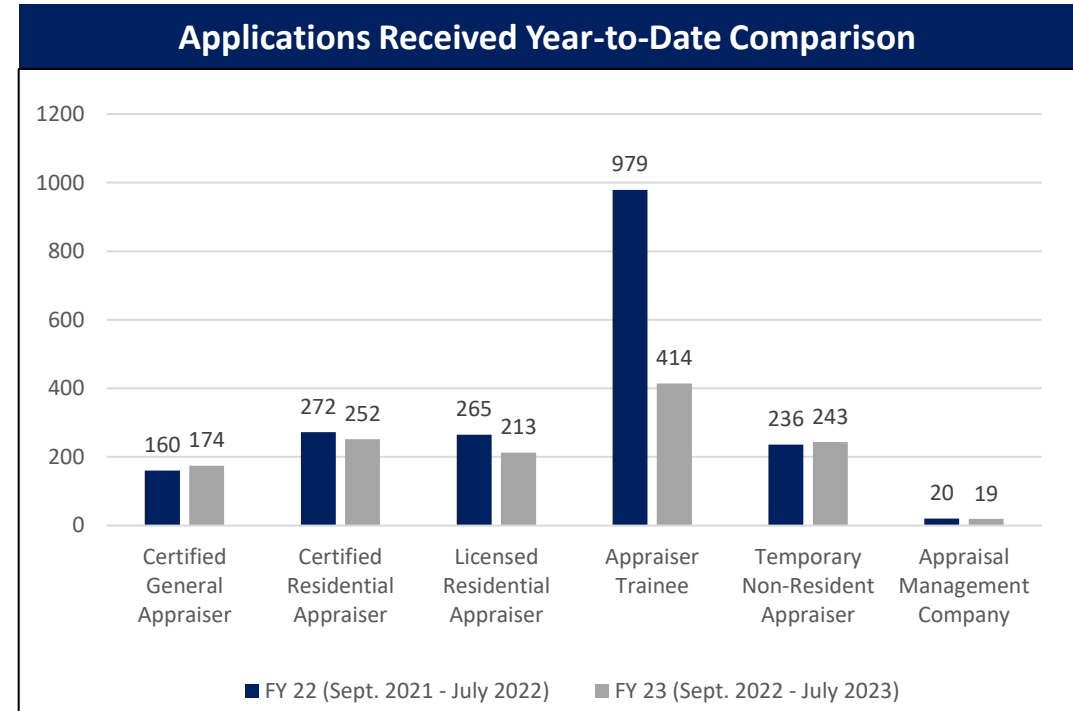
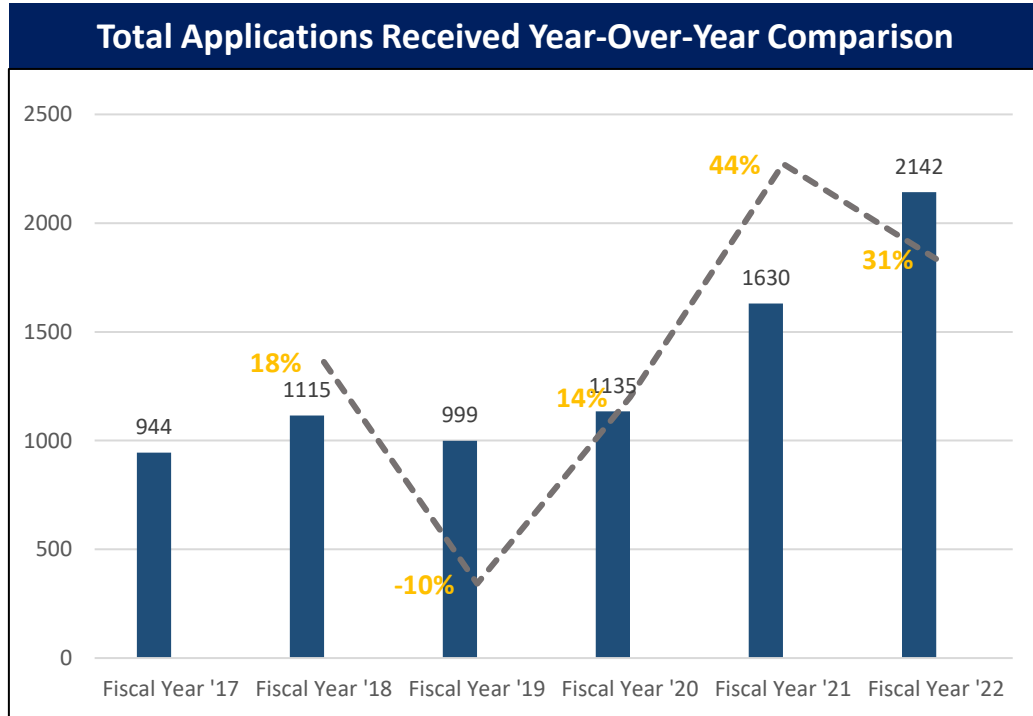
**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD  
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS**

July 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
<b>Registrations issued from March 2012 to July 2023</b>			<b>334</b>	
<b>Registrations Expired &gt; 6 months as of July 2023</b>			<b>-92</b>	
<b>Registrations Expired &lt; 6 months as of July 2023</b>			<b>-1</b>	
<b>Registrations Surrendered</b>			<b>-30</b>	
<b>Registrations Revoked</b>			<b>-3</b>	
<b>Registrations Relinquished</b>			<b>-16</b>	
<b>Registrations Re-Issued &gt; 6 months after expiration date</b>			<b>-8</b>	
<b>Federally Regulated AMCs</b>			<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

	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23
Certified General Appraiser	13	24	17	12	17	13	17	17	16	12	25	16	12
Certified Residential Appraiser	30	40	21	28	22	26	23	18	24	28	33	21	19
Licensed Residential Appraiser	26	34	21	32	25	16	18	16	17	15	21	19	18
Appraiser Trainee	62	89	61	50	32	38	46	27	38	33	31	37	32
Temporary Non-Resident Appraiser	23	28	20	30	23	27	16	25	27	13	16	22	20
Appraisal Management Company	3	0	2	3	2	0	1	1	3	3	1	2	0



# Application Processing Time

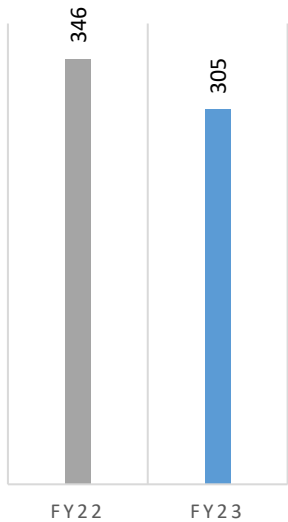
Average Number of Days to Process Applications

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

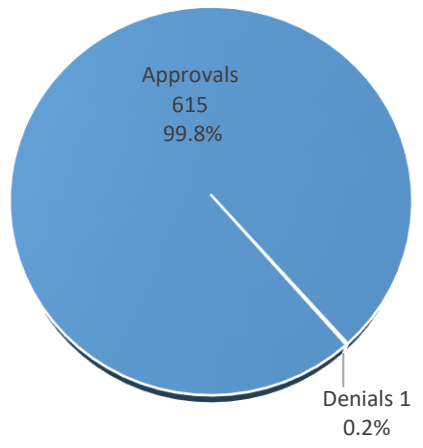
	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	51	49	38	66	34	52	43	59	49	60	38	40	59
Certified General Appraiser – Reciprocity (Goal: 14 days)	1	2	3	2	1	1	1	2	2	1	2	2	2
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	49	48	48	71	63	57	57	50	56	56	39	39	52
Certified Residential Appraiser – Reciprocity (Goal: 14 days)	2	2	1	1	1	1	2	1	1	2	2	2	1
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	44	48	36	65	47	54	45	52	47	65	33	26	48
Licensed Residential Appraiser – Reciprocity (Goal: 14 days)	2	2	3	2	NA	NA	1	1	NA	1	NA	1	NA
Appraiser Trainee (Goal: 14 days)	6	4	5	3	4	3	3	2	2	2	2	3	3
Temporary Non-Resident Appraiser (Goal: 5 days)	1	3	3	2	2	1	2	1	2	1	2	2	2
Appraisal Management Company (Goal: 14 days)	4	4	3	2	1	1	2	NA	2	1	3	6	7

## Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY22 – 23 Residential Audit Outcome

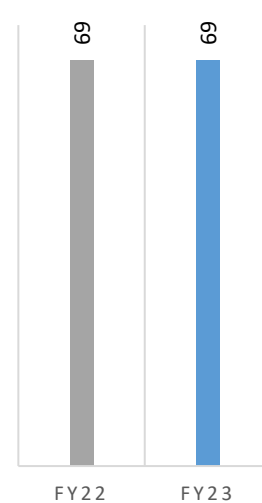


Residential Audit Processing Year-Over-Year

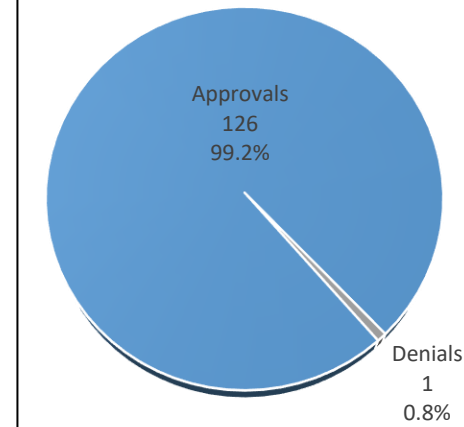
	Closed	Average Processing
Fiscal Year 2018	116	100 Days
Fiscal Year 2019	171	83 Days
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
<b>Fiscal Year 2023</b>	<b>327</b>	<b>46 days</b>

## Certified General Experience Audit Summary

Commercial audits received



FY22 - 23 Commercial Audit Outcome



Commercial Audit Processing Year-Over-Year

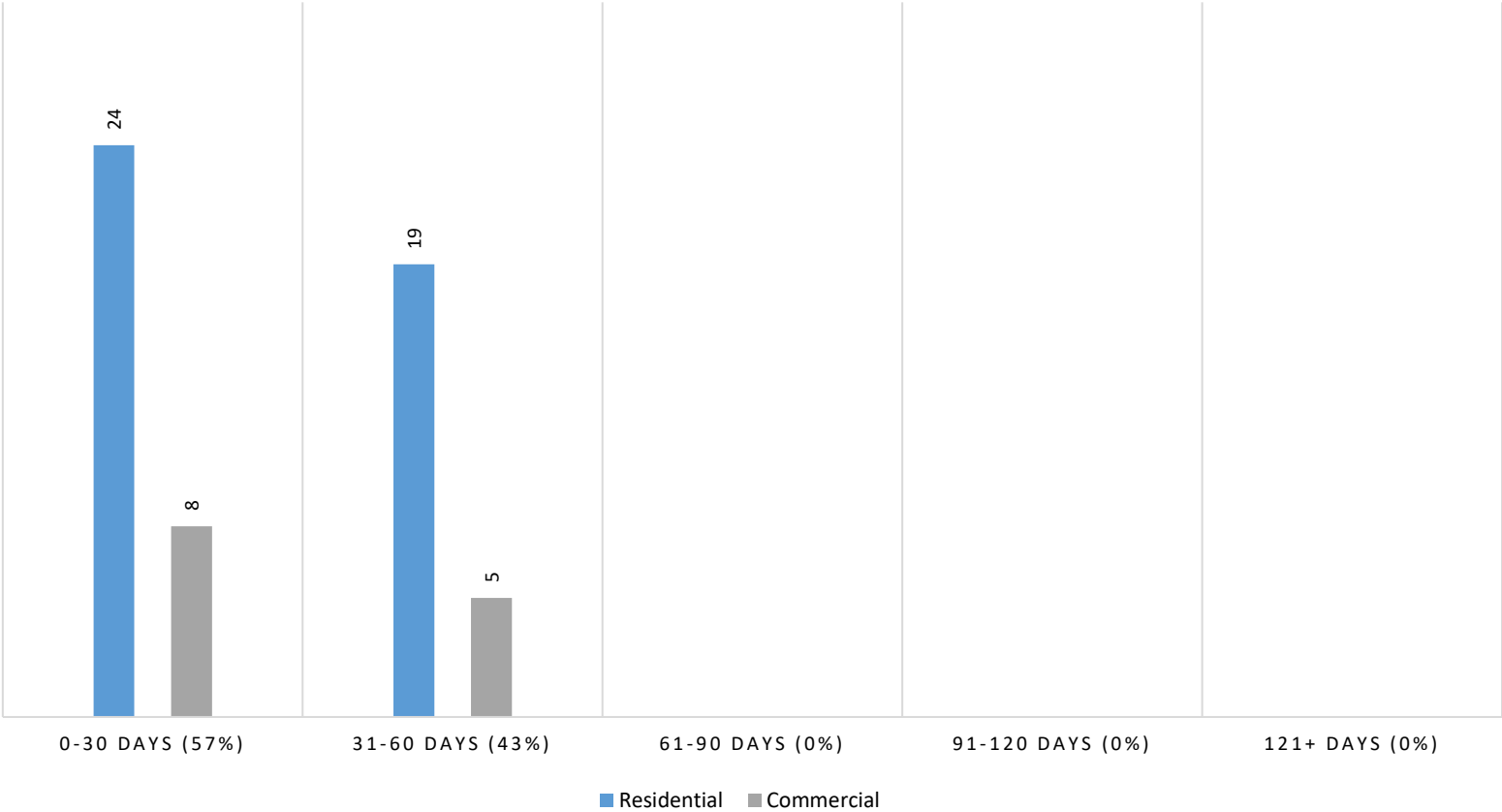
	Closed	Average Processing
Fiscal Year 2018	47	160 Days
Fiscal Year 2019	52	218 Days
Fiscal Year 2020	79	124 Days
Fiscal Year 2021	53	30 Days
Fiscal Year 2022	62	46 Days
<b>Fiscal Year 2023</b>	<b>69</b>	<b>41 days</b>

# Renewal Activity

## Year-to-Date Comparison

	FY 21 (Sept. 2020 - July 2021)		FY 23 (Sept. 2022 - July 2023)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	1,086	87.02%	1,088	90.44%	2	0.18%
Certified Residential Renewals	1,050	92.43%	1,109	92.19%	59	5.62%
Licensed Residential Renewals	173	85.64%	192	79.01%	19	10.98%
Appraiser Trainee Renewals	213	56.95%	266	60.32%	53	24.88%

# Open Experience Audit Snapshot



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

Expenditure Category	Beginning Balance FY2023	Expenditures	Remaining Balance	Budget % Remaining	1/12 = 8.33% 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	\$1,272,761	\$160,757	11.2%	
Other Personnel Costs	504,631	411,263	\$93,368	18.5%	
Professional Services	426,859	182,103	\$244,756	57.3%	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	39,249	(\$7,249)	-22.7%	
Rent - Building - Other	21,892	20,612	\$1,280	5.8%	No further building lease expenses remain.
Rent - Equipment	10,464	1,130	\$9,334	89.2%	Copier lease less than budgeted amount
Other Operating Expense	76,038	82,151	(\$6,113)	-8.0%	
<b>Subtotal -Operations Expenditures</b>	<b>2,507,511</b>	<b>2,009,954</b>	<b>497,557</b>	<b>19.8%</b>	
DPS Criminal History Background Checks	2,000	796	1,204	60.2%	
Statewide Cost Allocation Plan (SWCAP)	31,209	15,464	15,745	50.5%	Last 2 quarters of SWCAP to be paid in August.
Contribution to General Revenue	22,500	20,625	1,875	8.3%	
<b>Subtotal - Nonoperational Expenditures</b>	<b>55,709</b>	<b>36,885</b>	<b>18,824</b>	<b>33.8%</b>	
<b>Total Expenditures and GR Contribution</b>	<b>2,563,220</b>	<b>2,046,839</b>	<b>516,381</b>	<b>20.1%</b>	
Revenue	FY2023 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,973,845	\$1,649,225	\$324,620	16.4%	
AMCs	279,380	328,443	(\$49,063)	-17.6%	
ACE Program Revenue	15,155	18,260	(\$3,105)	-20.5%	
Examination fees	4,340	6,530	(\$2,190)	-50.5%	
Other Miscellaneous Revenue	40,127	53,371	(\$13,244)	-33.0%	
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>\$2,200,631</b>	<b>\$232,216</b>	<b>9.5%</b>	
<b>Operating Gains/ Losses</b>	<b>(\$130,373)</b>	<b>\$153,792</b>	<b>\$23,419</b>	<b>-18.0%</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>\$163,771</b>	<b>\$2,291,973</b>		

## Financial Services Division

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

July 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	983,020.31	4,676.25	987,696.56	331.31	U.S. T-Notes, .250	06/15/2024
09/15/2022	1,000,000.00	962,421.88	990,156.25	4,062.50	994,218.75	472.15	U.S. T-Notes, .125	09/15/2023
12/15/2022	643,000.00	615,270.63	628,658.08	2,411.25	631,069.33	103.21	U.S. T-Notes, .125	12/15/2023
03/24/2023	122,000.00	117,496.90	117,739.53	533.75	118,273.28	115.20	U.S. T-Notes, .250	03/15/2024
<b>Totals</b>	<b>\$ 2,797,000.00</b>	<b>\$ 2,677,531.46</b>	<b>\$ 2,719,574.17</b>	<b>\$ 11,683.75</b>	<b>\$ 2,731,257.92</b>	<b>\$ 1,021.87</b>		

### Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
<b>Beginning Cash Available Balance</b>	\$ 826,156.52		
<b>Current Month Receipts</b>		\$ 187,168.04	
<b>Current Month Disbursements</b>		\$ (183,931.03)	
<b>Total Cash</b>			<b>\$ 829,393.53</b>
<b>Investment Ending Market Value</b>			<b>2,731,257.92</b>
<b>Total Account Balance</b>			<b>3,560,651.45</b>
<b>Operating Reserves</b>			<b>(889,252.00)</b>
<b>Ending Balance Available for Operations</b>			<b>\$ 2,671,399.45</b>

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**

**July 2023**

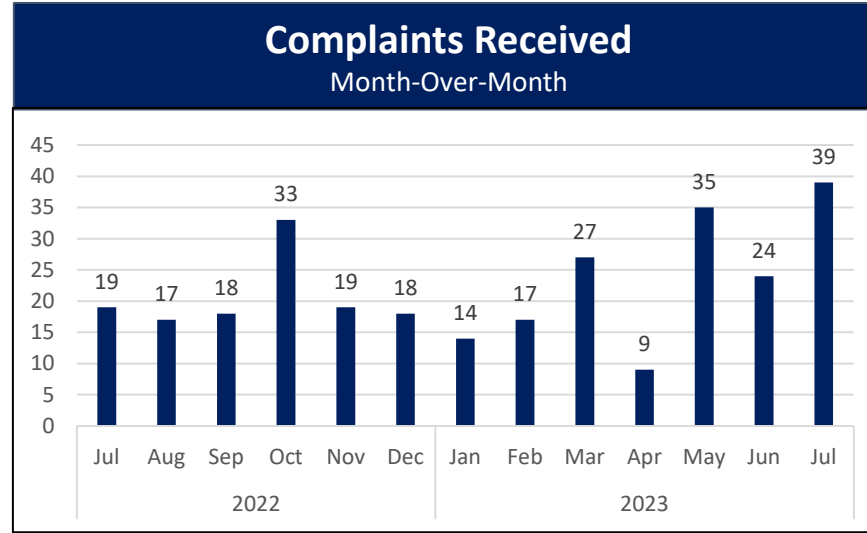
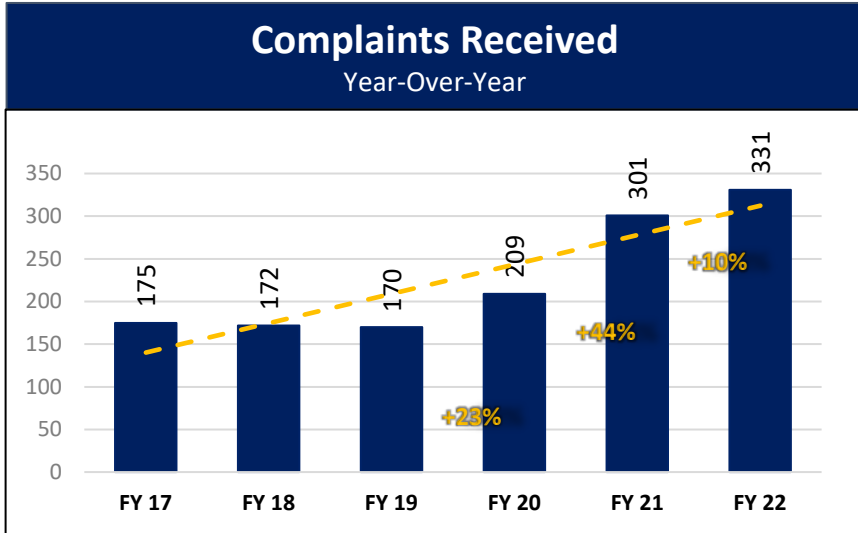
<b><u>Monthly Activity</u></b>		
Beginning Balance	Current Month	Cumulative Totals

<b>Beginning Balance</b>	\$	9,946.13	
<b>Current Month Receipts</b>			
	Admin Penalties	\$	0.00
	Interest Earned		43.06
<b>Current Month Disbursements</b>		\$	<u>(10.20)</u>
<b>Total Cash</b>		\$	<b><u>9,978.99</u></b>
Reserved for Education Development			<b><u>(9,978.99)</u></b>
<b>Ending Balance</b>		\$	<b><u><u>(0.00)</u></u></b>

# TALCB Enforcement Report

Current as of July 31, 2023

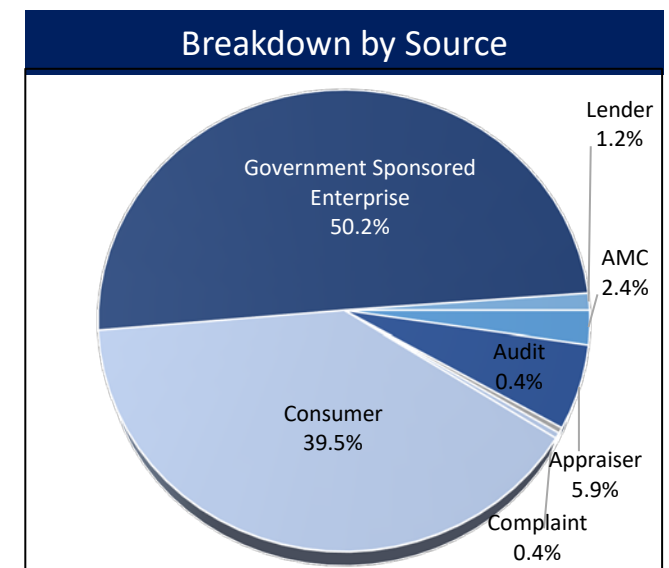
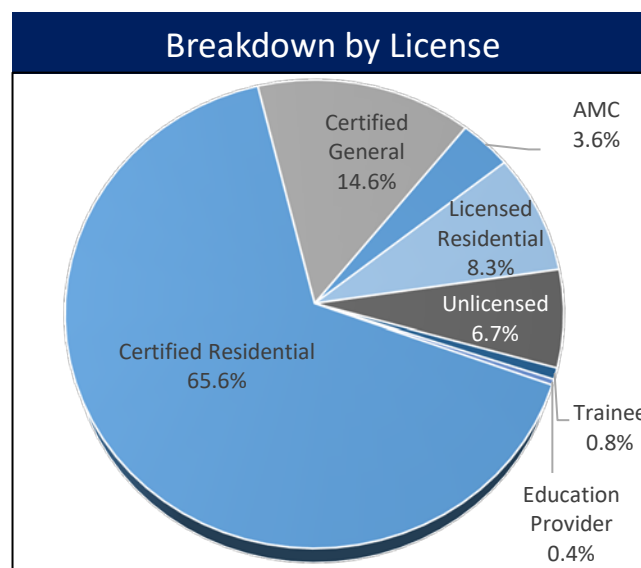
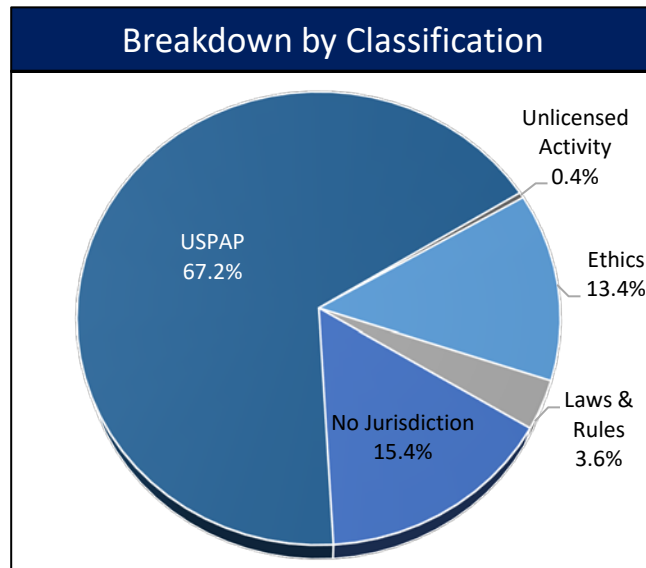
# Complaints Received



### Fiscal Year 2023 Summary

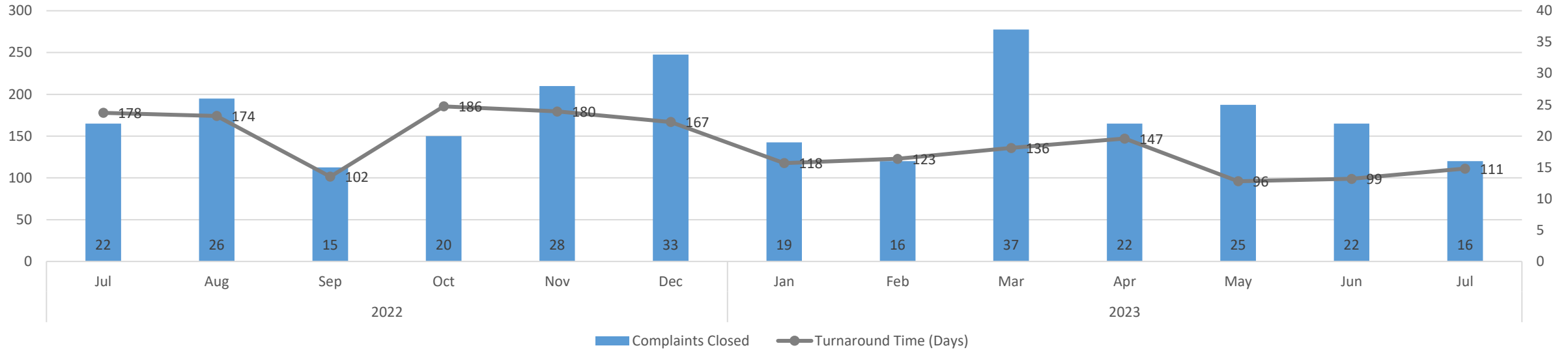
253	Complaints Received
232	Respondents
<4%	License Holders Receive a Complaint

## Fiscal Year 2023 Complaints Received by Category



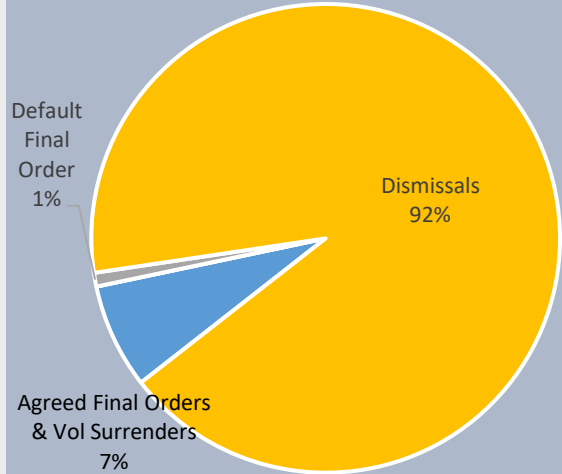


# Complaint Resolution

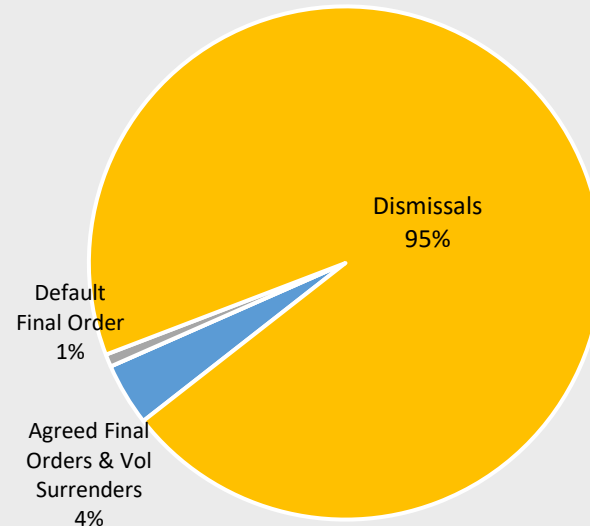


## FY22 Complaint Outcome

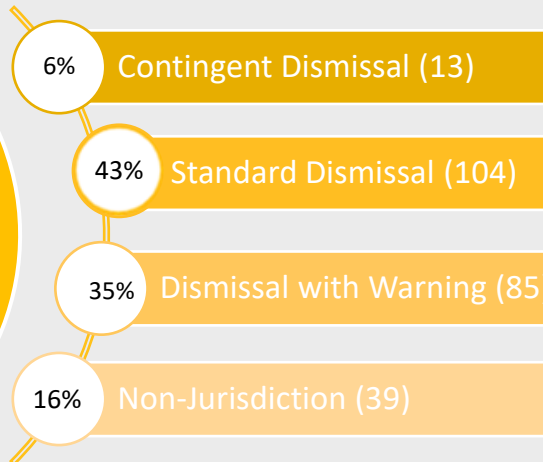
317 Complaints Resolved



## FY23 Complaint Outcome



## FY23 Dismissal Breakdown



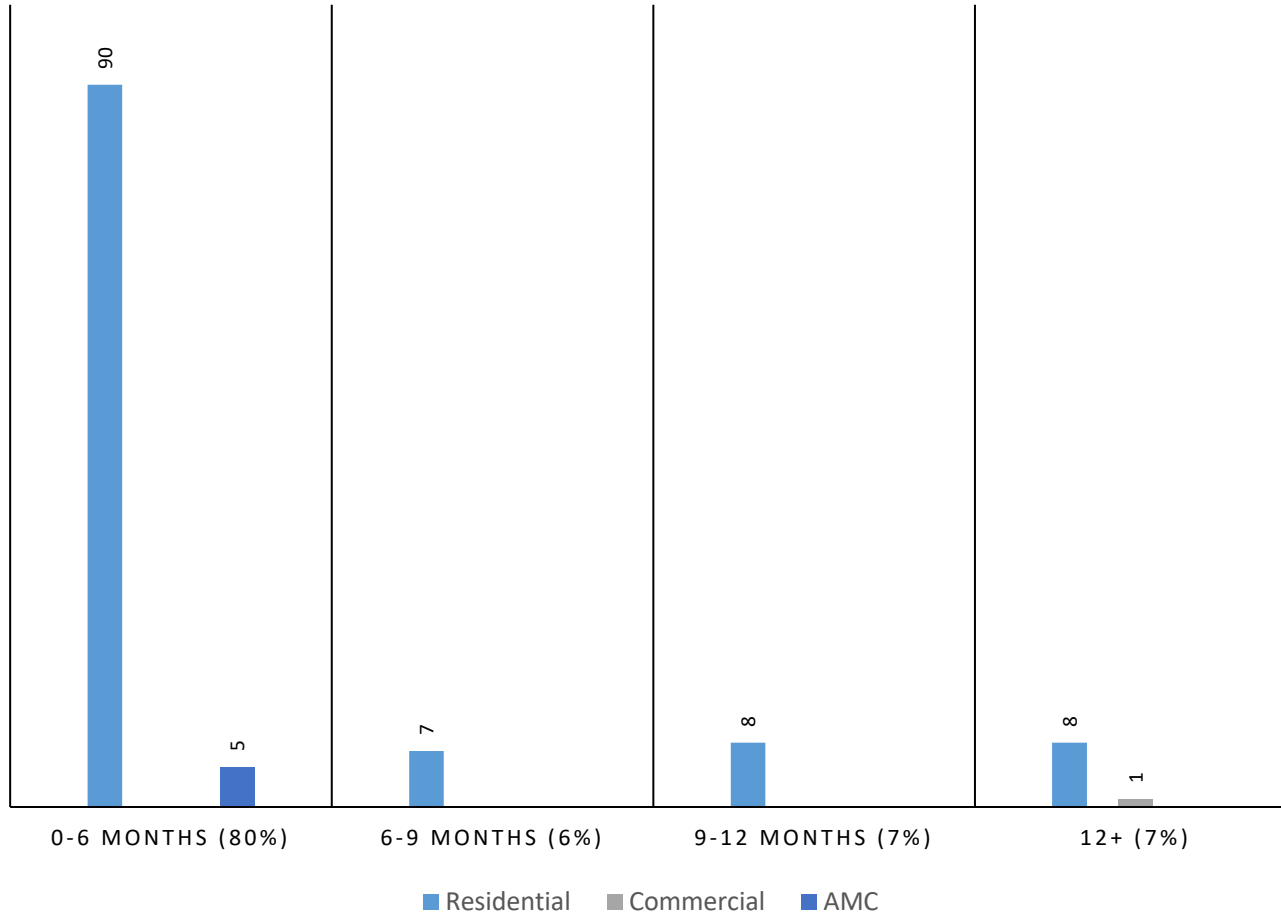
## Fiscal Year 2023 Summary

253 Complaints Resolved

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

<1% License holders receive discipline

# Open Complaint Snapshot



### Open Complaint Data

**119 Open Complaints**

**21 Cases Abated**

- 12 pending litigation
- 9 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