



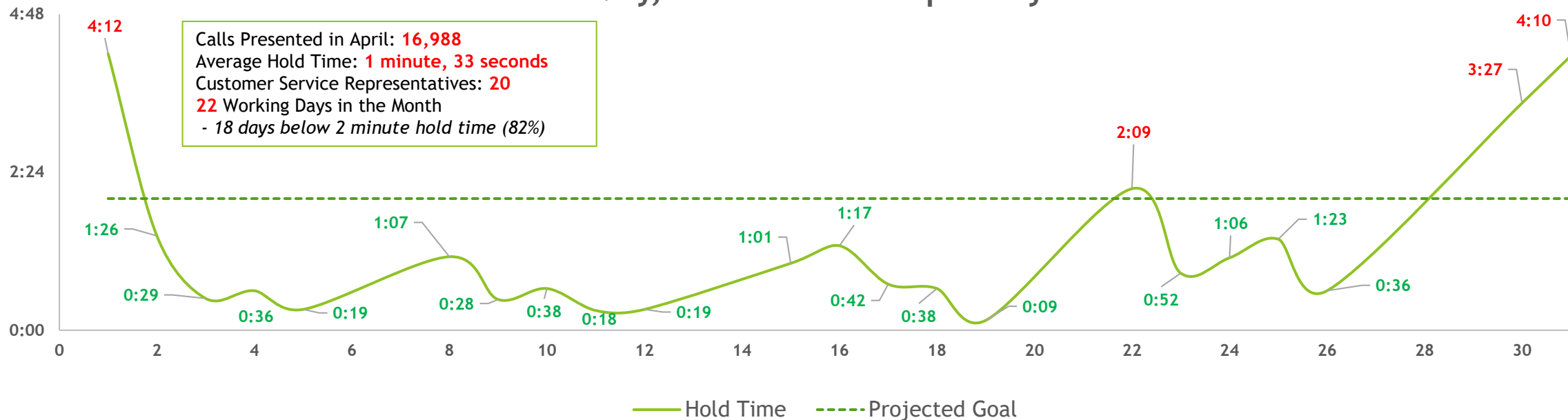
## **Staff Reports for May 2023**

# Customer Relations Division

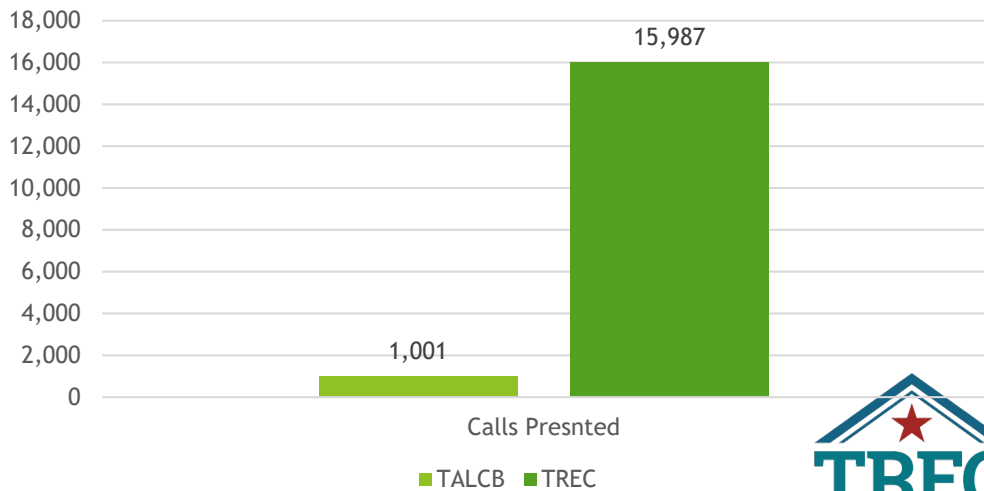
May, 2023 Monthly Report



## May, 2023 Hold Time per Day



## May, 2023

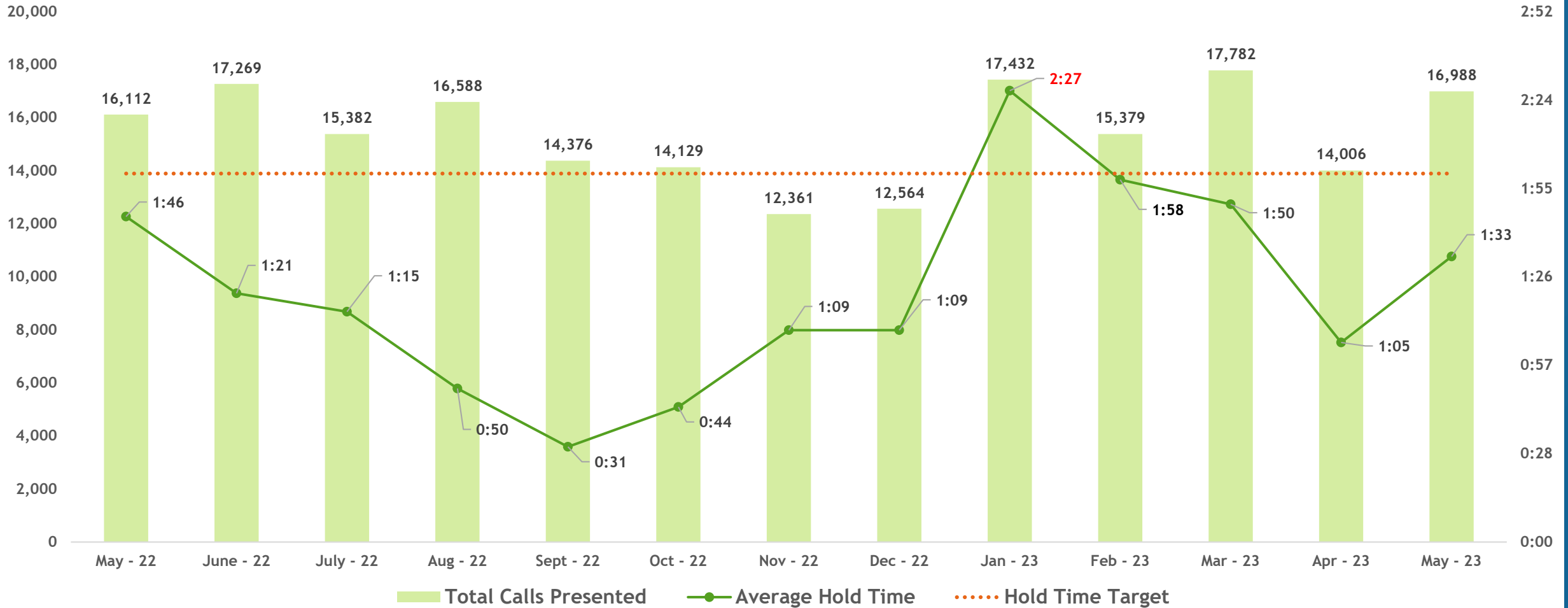


**TALCB - 1,001 Calls (5.89%) 1 minute, 21 second hold time**  
**TREC - 15,987 Calls (94.11%) 1 minute, 33 second hold time**

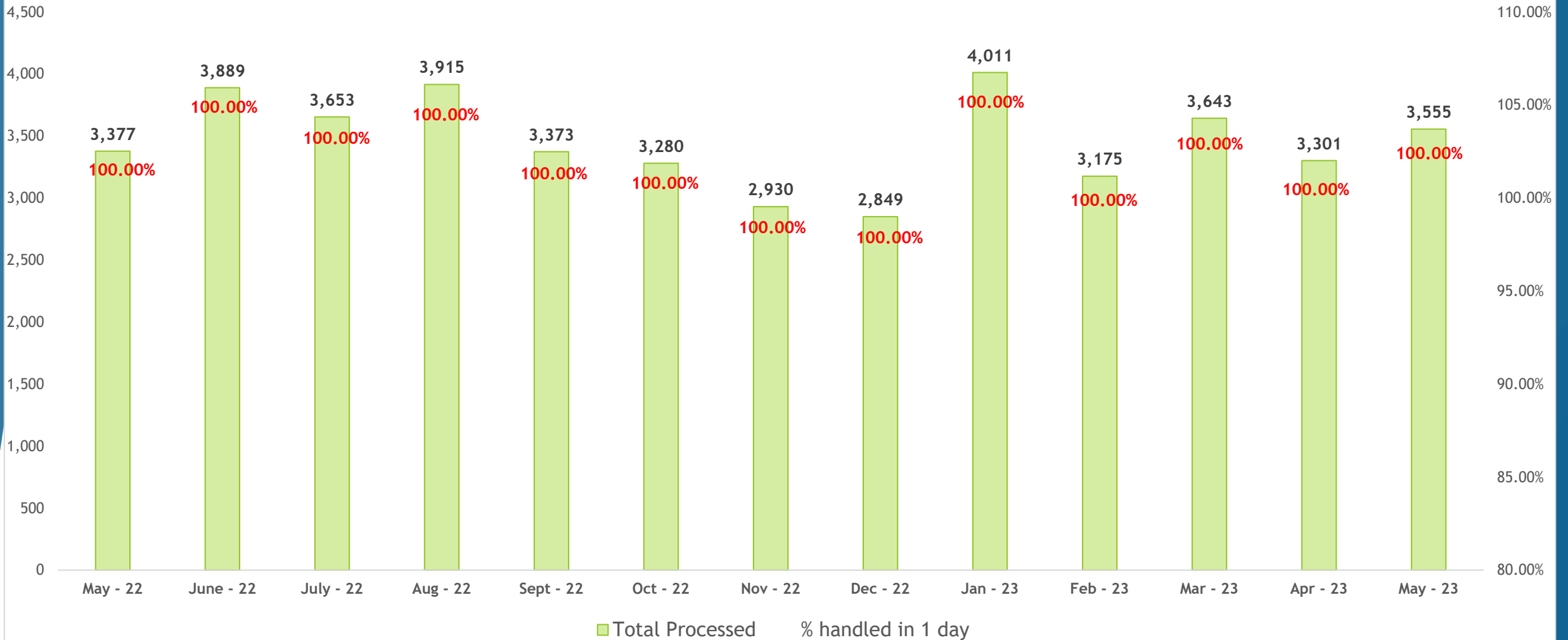


# 13 Month Comparison of Calls Presented vs. Hold Time

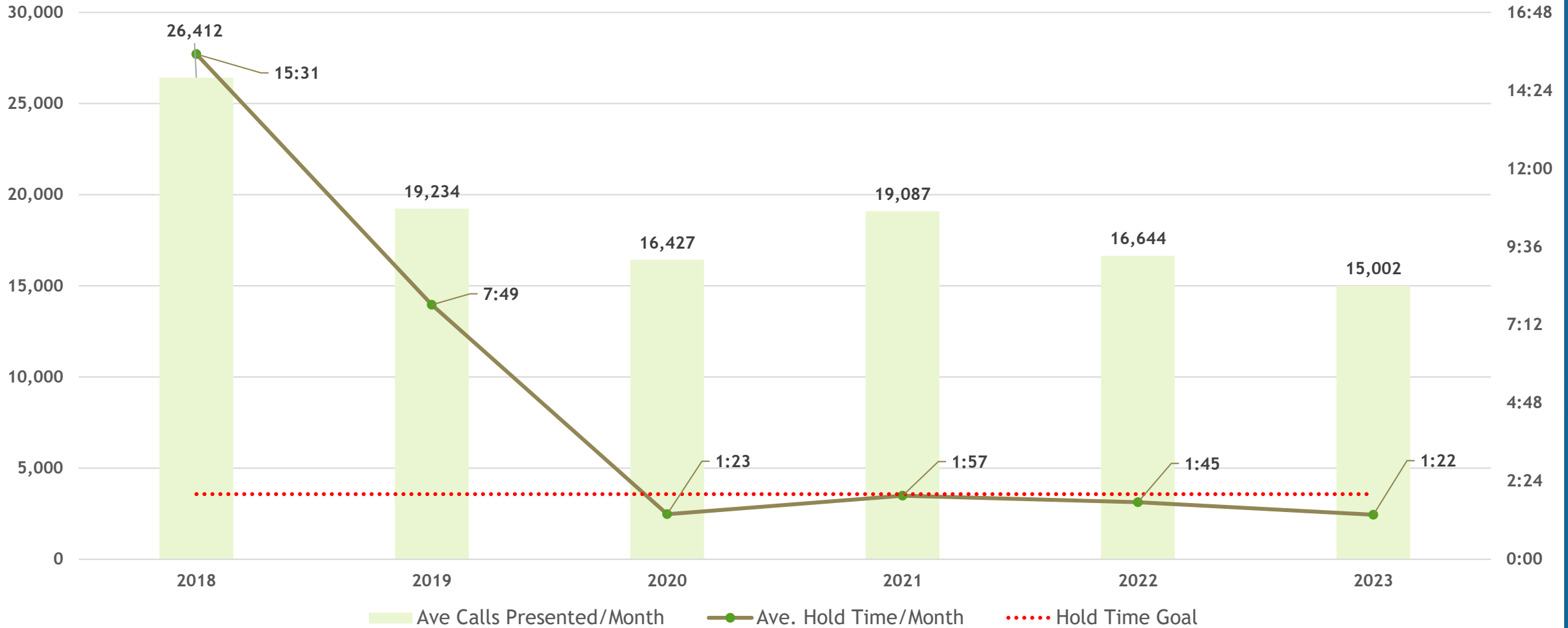
(May, 2022 to May, 2023)



# 13 Month Comparison of Emails Processed



## Fiscal Year Comparison Ave. Calls Presented/Month vs. Ave. Hold Time/Month



# TALCB Education Report

May 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				4
Renewal ACE Provider	0	0	0	0	0	0	0	1	2				3
Initial ACE Elective Course	15	13	14	13	12	27	17	13	20				144
Classroom Delivery	6	10	8	9	10	16	13	11	12				95
Online Delivery	9	3	6	4	2	11	4	2	8				49
Renewal ACE Elective Course	2	5	5	7	13	7	8	11	7				65
Classroom Delivery	0	2	0	3	6	4	3	7	2				27
Online Delivery	2	3	5	4	7	3	5	4	5				38
Qualifying Course Acceptance	0	2	3	5	11	2	5	2	4				34
Classroom Delivery	0	0	1	4	9	0	4	2	4				24
Online Delivery	0	2	2	1	2	2	1	0	0				10
<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>250</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				3
Renewal ACE Provider	0	0	0	0	0	0	0	0	0				0
Initial ACE Elective Course	7	12	10	13	18	17	28	14	16				135
Classroom Delivery	5	9	10	8	13	14	14	11	11				95
Online Delivery	2	3	0	5	5	3	14	3	5				40
Renewal ACE Elective Course	2	4	2	4	12	7	11	6	7				55
Classroom Delivery	0	1	1	0	5	4	5	1	4				21
Online Delivery	2	3	1	4	7	3	6	5	3				34
Qualifying Course Acceptance	0	3	7	2	14	2	3	5	3				39
Classroom Delivery	0	0	2	1	12	0	2	5	3				25
Online Delivery	0	3	5	1	2	2	1	0	0				14
<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>232</b>



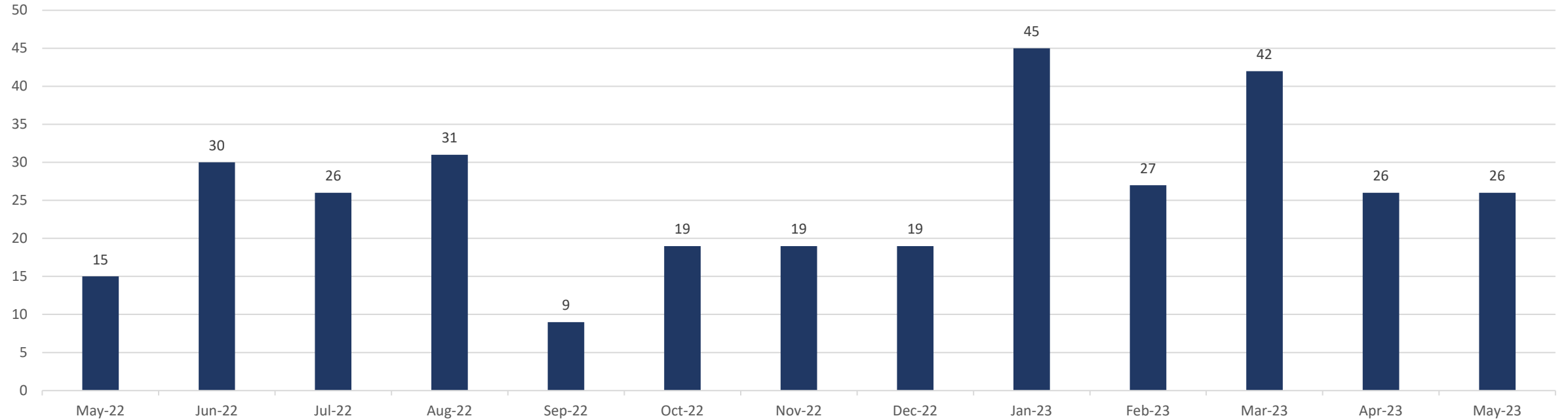
## Education & Examinations Division

### TALCB Applications Approved 13-Month Comparison

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

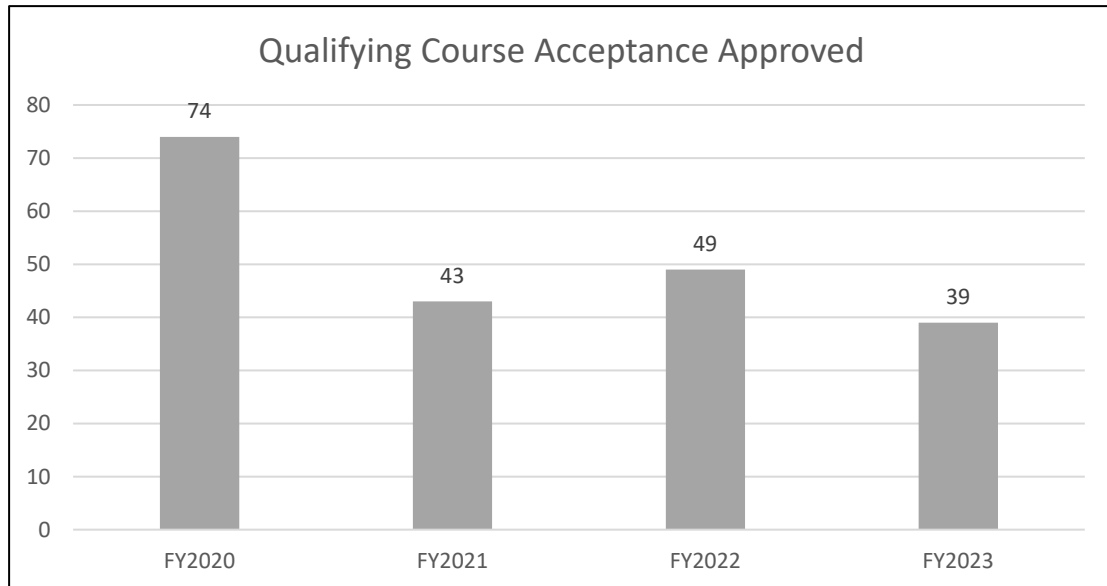
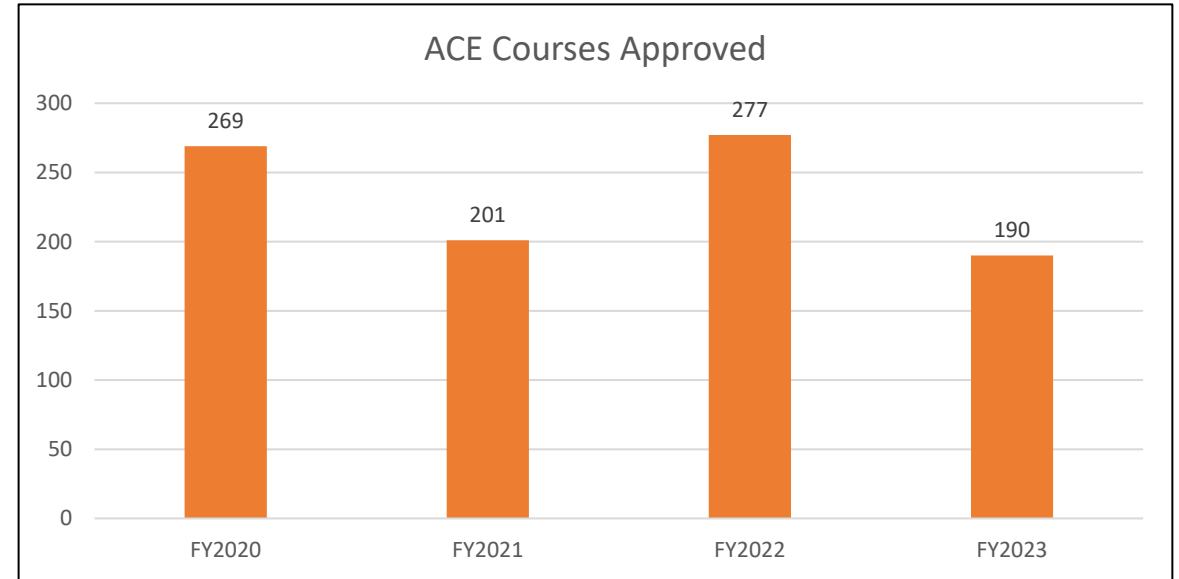
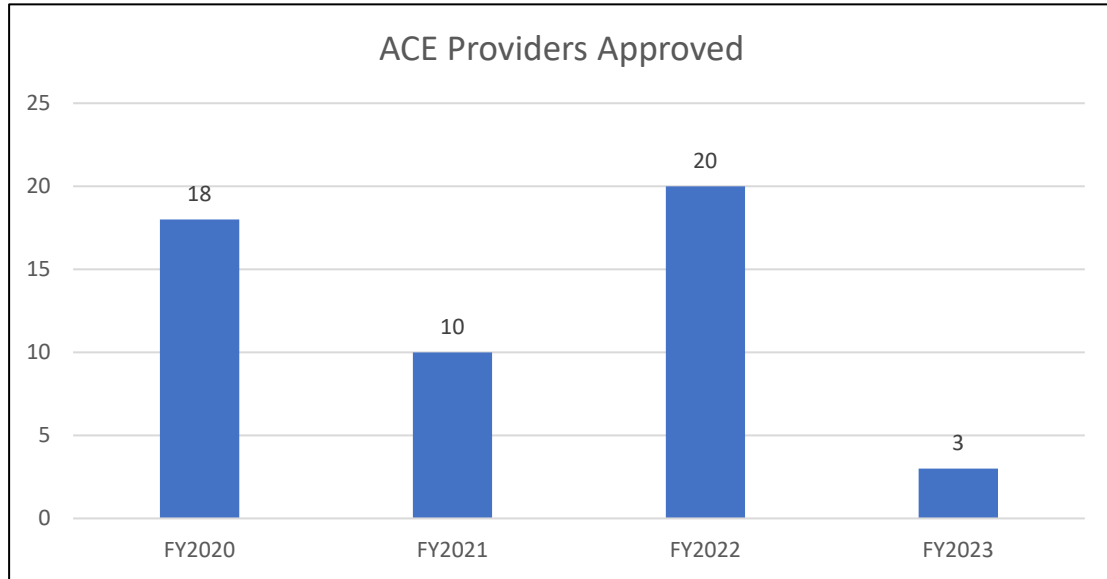
Qualifying Course Acceptance	2	8	3	3	0	3	7	2	14	2	3	5	3
ACE Courses	12	21	22	28	9	16	12	17	30	24	39	20	23
<b>All Course Applications</b>	<b>14</b>	<b>29</b>	<b>25</b>	<b>31</b>	<b>9</b>	<b>19</b>	<b>19</b>	<b>19</b>	<b>44</b>	<b>26</b>	<b>42</b>	<b>25</b>	<b>26</b>

<b>All Applications Approved</b>	<b>15</b>	<b>30</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>
----------------------------------	-----------	-----------	-----------	-----------	----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------



# Education & Examinations Division

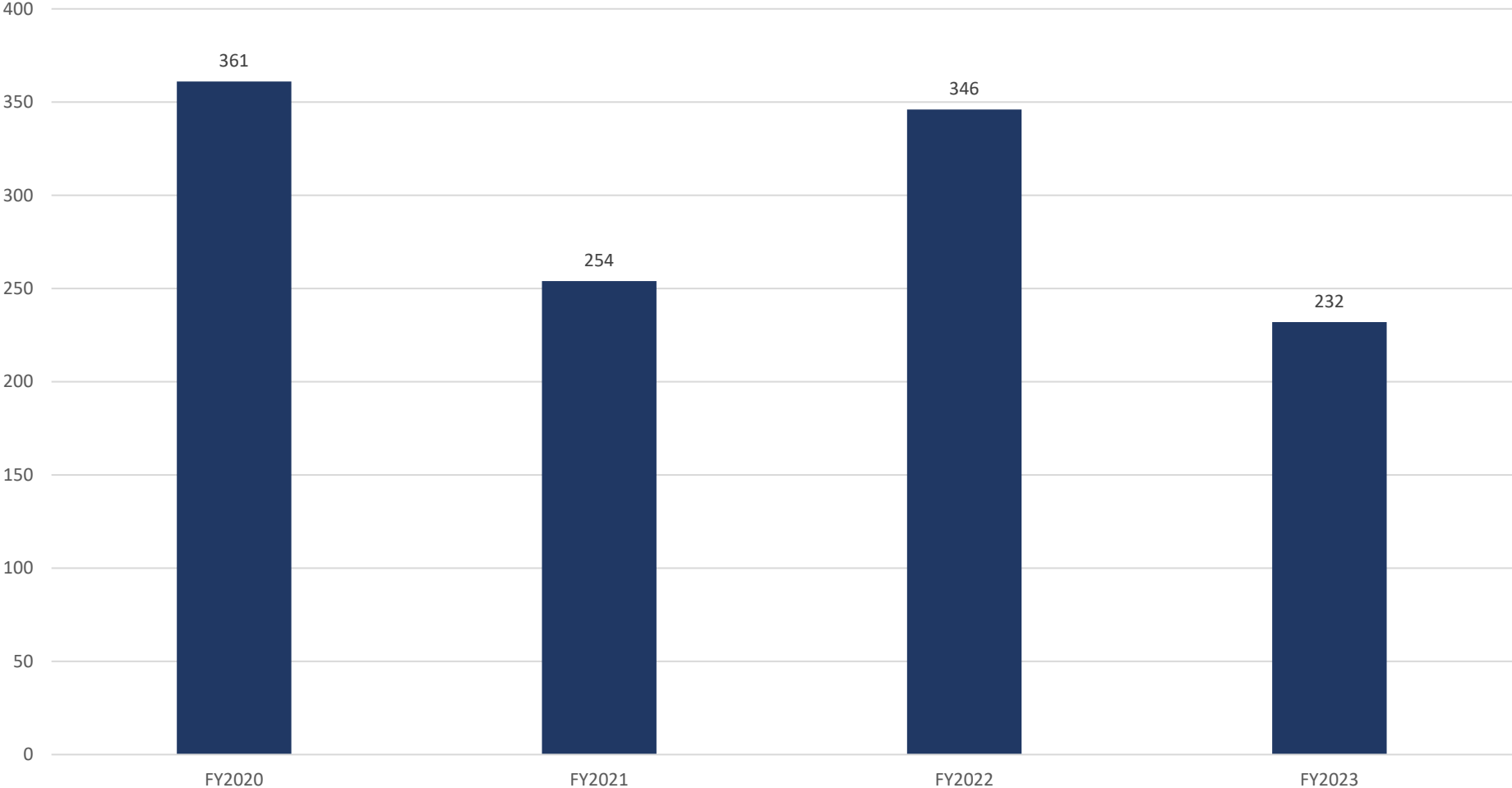
## TALCB Total Applications Approved - Fiscal Year



# Education & Examinations Division

All TALCB Applications Approved

Year-Over-Year Comparison



**Education & Examinations Division - May 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	75	42	117	<b>64%</b>	31	40	71	44%	188	56%	128	83%
FYTD 2022	38	26	64	59%	31	51	82	38%	146	47%	82	84%
May 2023	3	5	8	38%	1	4	5	20%	13	31%	12	33%
May 2022	6	1	7	86%	6	5	11	55%	18	67%	15	80%

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	79	45	124	<b>64%</b>	33	46	79	42%	203	55%	137	82%
FYTD 2022	60	27	87	69%	27	39	66	41%	153	57%	103	84%
May 2023	9	10	19	47%	6	6	12	50%	31	48%	25	60%
May 2022	6	4	10	60%	2	3	5	40%	15	53%	14	57%

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	19	27	46	<b>41%</b>	24	35	59	41%	105	41%	59	73%
FYTD 2022	13	16	29	45%	12	26	38	32%	67	37%	40	63%
May 2023	3	2	5	60%	2	2	4	50%	9	56%	8	63%
May 2022	3	3	6	50%	2	2	4	50%	10	50%	10	50%

# TALCB Licensing Report

Current as of May 31, 2023

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

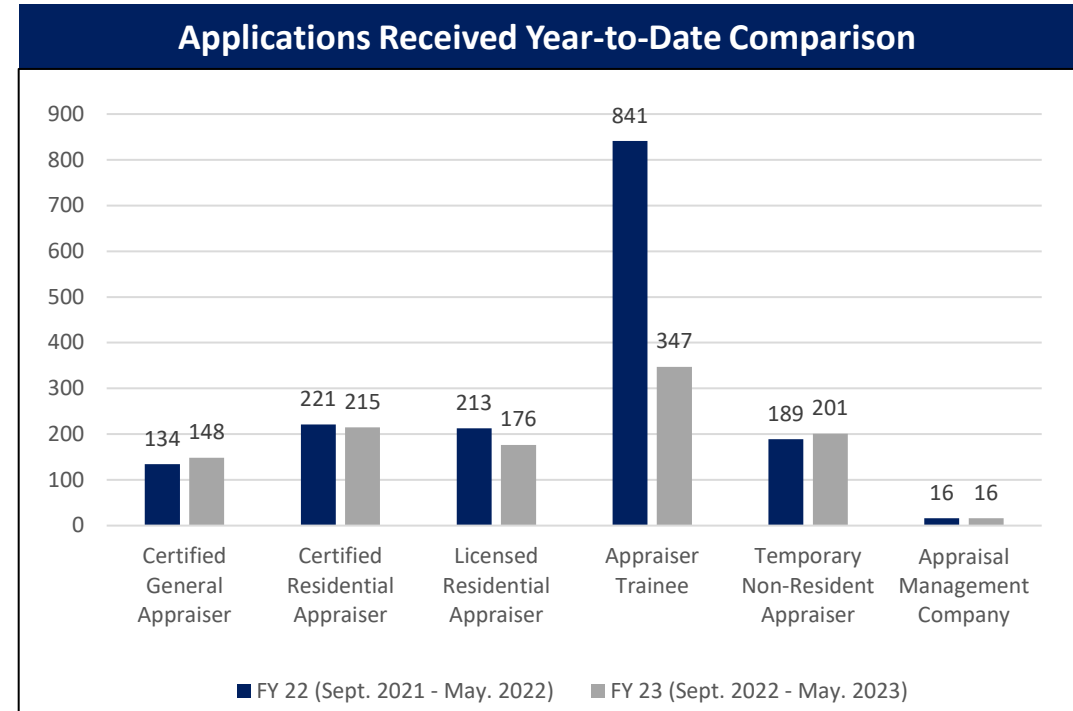
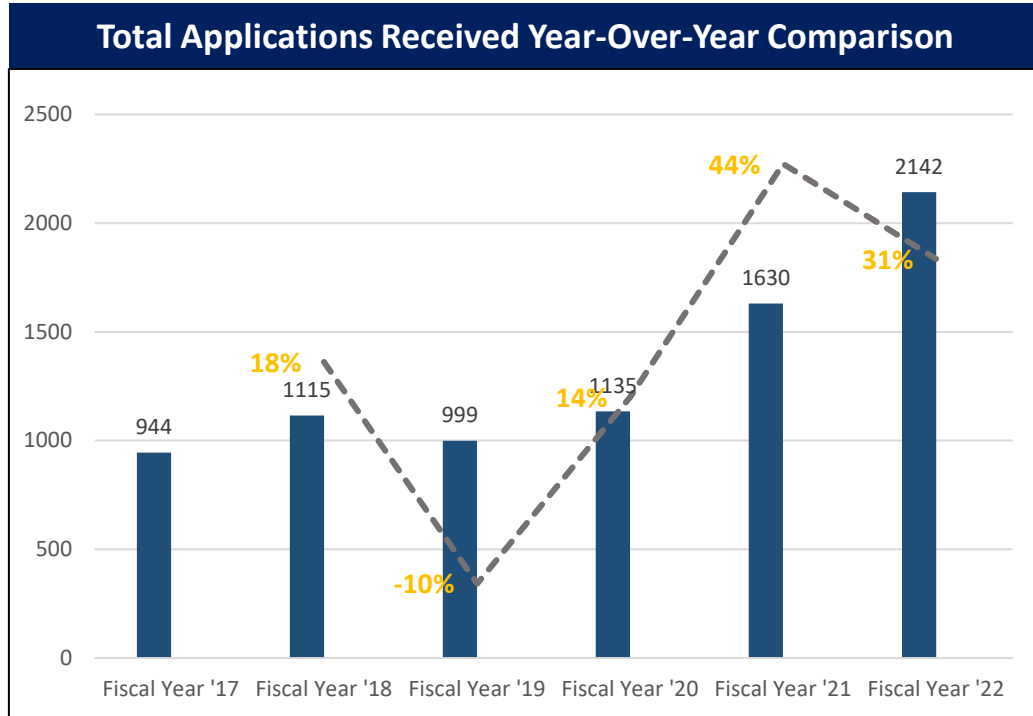
FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE
2013	Aug13	2,367	2,371	470	5,208		724		5,932	
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
2016	Aug16	2,426	2,425	416	5,267	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
	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
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
	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
<b>May 2023</b>										
<b>Inactive Appraisers</b>		GENERAL	RESIDENTIAL	LICENSE	TOTAL		TRAINEE		TOTAL	
		49	46	16	111		172		<b>283</b>	
<b>Out-of-State Temporary Registrations:</b>									<b>134</b>	
<b>Total All License Holders:</b>									<b>7,548</b>	

**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD**  
**APPRAISAL MANAGEMENT COMPANY REGISTRATIONS**  
 May 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
<b>Registrations issued from March 2012 to May 2023</b>			<b>331</b>	
<b>Registrations Expired &gt; 6 months as of May 2023</b>			<b>-91</b>	
<b>Registrations Expired &lt; 6 months as of May 2023</b>			<b>-1</b>	
<b>Registrations Surrendered</b>			<b>-30</b>	
<b>Registrations Revoked</b>			<b>-3</b>	
<b>Registrations Relinquished</b>			<b>-14</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

	May 22	Jun 22	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23
Certified General Appraiser	19	14	13	24	17	12	17	13	17	17	16	12	25
Certified Residential Appraiser	25	23	30	40	21	28	22	26	23	18	24	28	33
Licensed Residential Appraiser	22	30	26	34	21	32	25	16	18	16	17	15	21
Appraiser Trainee	89	83	62	89	61	50	32	38	46	27	38	33	31
Temporary Non-Resident Appraiser	24	24	23	28	20	30	23	27	16	25	27	13	16
Appraisal Management Company	3	1	3	0	2	3	2	0	1	1	3	3	1



# Application Processing Time

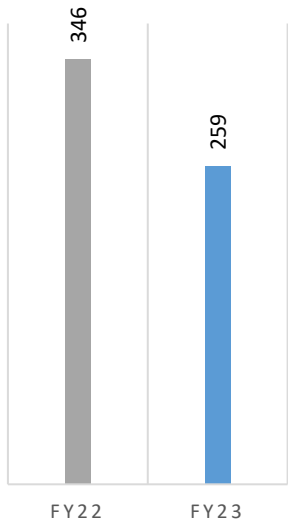
Average Number of Days to Process Applications

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

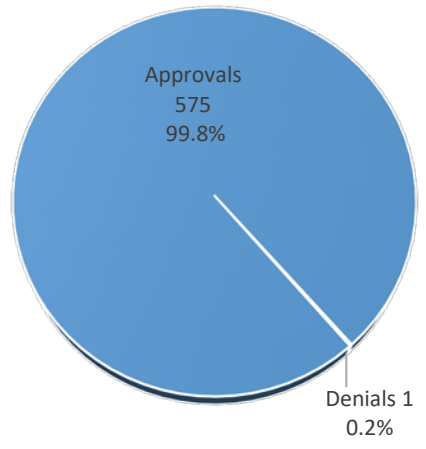
	May 22	Jun 22	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	70	54	51	49	38	66	34	52	43	59	49	60	38
Certified General Appraiser – Reciprocity (Goal: 14 days)	1	1	1	2	3	2	1	1	1	2	2	1	2
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	56	62	49	48	48	71	63	57	57	50	56	56	39
Certified Residential Appraiser – Reciprocity (Goal: 14 days)	2	1	2	2	1	1	1	1	2	1	1	2	2
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	60	61	44	48	36	65	47	54	45	52	47	65	31
Licensed Residential Appraiser – Reciprocity (Goal: 14 days)	1	2	2	2	3	2	NA	NA	1	1	NA	1	NA
Appraiser Trainee (Goal: 14 days)	3	3	6	4	5	3	4	3	3	2	2	2	2
Temporary Non-Resident Appraiser (Goal: 5 days)	1	1	1	3	3	2	2	1	2	1	2	1	2
Appraisal Management Company (Goal: 14 days)	2	NA	4	4	3	2	1	1	2	NA	2	1	3

## Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY22 – 23 Residential Audit Outcome

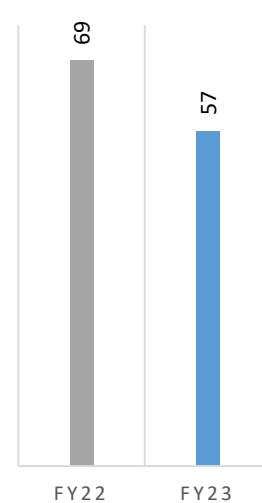


Residential Audit Processing Year-Over-Year

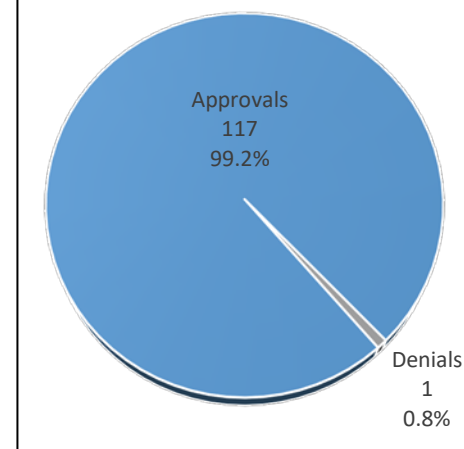
	Closed	Average Processing
Fiscal Year 2018	116	100 Days
Fiscal Year 2019	171	83 Days
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
<b>Fiscal Year 2023</b>	<b>286</b>	<b>47 days</b>

## Certified General Experience Audit Summary

Commercial audits received



FY22 - 23 Commercial Audit Outcome



Commercial Audit Processing Year-Over-Year

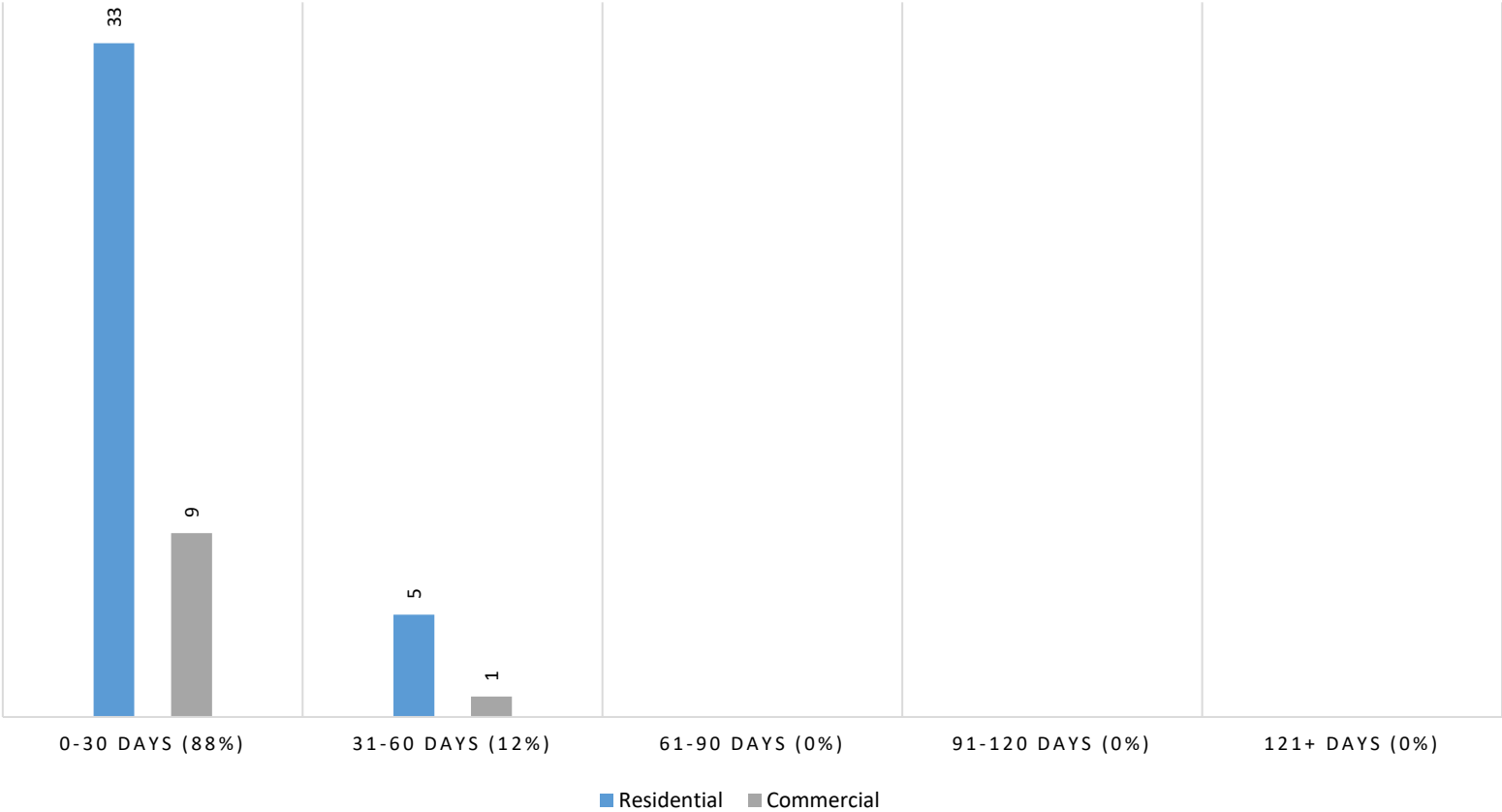
	Closed	Average Processing
Fiscal Year 2018	47	160 Days
Fiscal Year 2019	52	218 Days
Fiscal Year 2020	79	124 Days
Fiscal Year 2021	53	30 Days
Fiscal Year 2022	62	46 Days
<b>Fiscal Year 2023</b>	<b>60</b>	<b>41 days</b>

# Renewal Activity

## Year-to-Date Comparison

	FY 21 (Sept. 2020 - May. 2021)		FY 23 (Sept. 2022 - May. 2023)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	879	86.81%	874	89.18%	-5	-0.57%
Certified Residential Renewals	853	91.97%	899	92.39%	46	5.39%
Licensed Residential Renewals	149	86.92%	162	80.20%	13	8.72%
Appraiser Trainee Renewals	172	50.87%	214	60.62%	42	24.42%

# Open Experience Audit Snapshot



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

Expenditure Category	Beginning Balance FY2023	Expenditures	Remaining Balance	Budget % Remaining	3/12 = 25.00% 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	\$1,036,920	\$396,598	27.7%	
Other Personnel Costs	504,631	337,197	\$167,434	33.2%	
Professional Services	426,859	161,403	\$265,456	62.2%	Luna Data - Computer consultant services paid with ASC grant; Have not had to use the contingency funds authorized to hire contractors.
Consumables	2,000	393	\$1,607	80.3%	lower than expected consumable supplies purchased
Utilities	109	285	(\$176)	-161.0%	Replacement headsets purchased that were not budgeted.
Travel	32,000	30,989	\$1,012	3.2%	
Rent - Building - Other	21,892	20,612	\$1,280	5.8%	Annual Lease payment processed in October
Rent - Equipment	10,464	1,054	\$9,410	89.9%	Copier lease less than budgeted amount
Other Operating Expense	76,038	72,303	\$3,735	4.9%	
<b>Subtotal -Operations Expenditures</b>	<b>2,507,511</b>	<b>1,661,155</b>	<b>846,356</b>	<b>33.8%</b>	
DPS Criminal History Background Checks	2,000	653	1,347	67.4%	
Statewide Cost Allocation Plan (SWCAP)	31,209	0	31,209	100.0%	SWCAP allocation has not been posted by the Comptroller's office as of report date.
Contribution to General Revenue	22,500	16,875	5,625	25.0%	
<b>Subtotal - Nonoperational Expenditures</b>	<b>55,709</b>	<b>17,528</b>	<b>38,181</b>	<b>68.5%</b>	
<b>Total Expenditures and GR Contribution</b>	<b>2,563,220</b>	<b>1,678,683</b>	<b>884,537</b>	<b>34.5%</b>	
Revenue	FY2023 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,973,845	\$1,377,065	\$596,780	30.2%	
AMCs	279,380	272,768	\$6,612	2.4%	16 new AMCs (16 projected),32 AMC renewals (33 projected), 15,153 of panelist activities (18,229 projected)
ACE Program Revenue	15,155	12,940	\$2,215	14.6%	
Examination fees	4,340	5,270	(\$930)	-21.4%	Pearson Vue exam fees-527 exams taken
Other Miscellaneous Revenue	40,127	44,906	(\$4,779)	-11.9%	56 Appraiser Trainee experience reviews, 5 ACE extension requests, Interest earned exceeds projection
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>\$1,857,751</b>	<b>\$575,096</b>	<b>23.6%</b>	
<b>Operating Gains/ Losses</b>	<b>(\$130,373)</b>	<b>\$179,068</b>	<b>\$48,695</b>	<b>-37.4%</b>	
<b>Restricted Education Reserve Fund Carryforward</b>	<b>\$22,914</b>	<b>\$9,915</b>	Balance in Education Reserve Fund as of report date.		
<b>Revenue Over/(Under) Expenditures &amp; Transfers</b>	<b>\$2,468,679</b>	<b>\$188,983</b>	<b>\$2,266,697</b>		

## Financial Services Division

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

**May 2023**

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
06/15/2022	825,000.00	802,376.95	820,520.51	3,158.20	823,678.71	951.92	U.S. T-Notes, .250	06/15/2023
09/15/2022	1,000,000.00	962,421.88	982,734.38	2,812.50	985,546.88	264.95	U.S. T-Notes, .125	09/15/2023
12/15/2022	643,000.00	615,270.63	624,840.27	853.99	625,694.26	370.96	U.S. T-Notes, .125	12/15/2023
03/24/2023	122,000.00	117,496.90	117,315.39	71.49	117,386.88	64.65	U.S. T-Notes, .250	03/15/2024
<b>Totals</b>	<b>\$ 2,590,000.00</b>	<b>\$ 2,497,566.36</b>	<b>\$ 2,545,410.55</b>	<b>\$ 6,896.18</b>	<b>\$ 2,552,306.73</b>	<b>\$ 1,652.48</b>		

### Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
<b>Beginning Cash Available Balance</b>	\$ 824,786.01		
<b>Current Month Receipts</b>		\$ 180,016.70	
<b>Current Month Disbursements</b>		\$ (56,637.82)	
<b>Total Cash</b>			<b>\$ 948,164.89</b>
<b>Investment Ending Market Value</b>			<b>2,552,306.73</b>
<b>Total Account Balance</b>			<b>3,500,471.62</b>
<b>Operating Reserves</b>			<b>(889,252.00)</b>
<b>Ending Balance Available for Operations</b>			<b>\$ 2,611,219.62</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**

**May 2023**

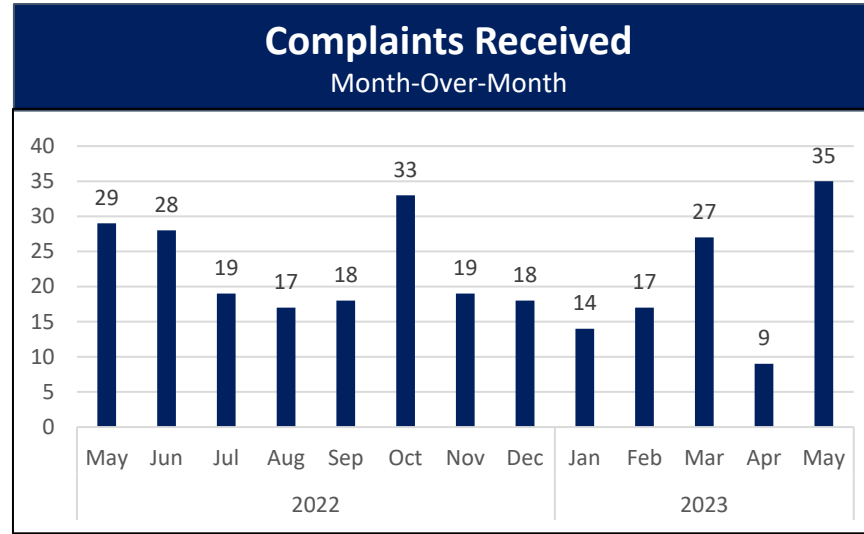
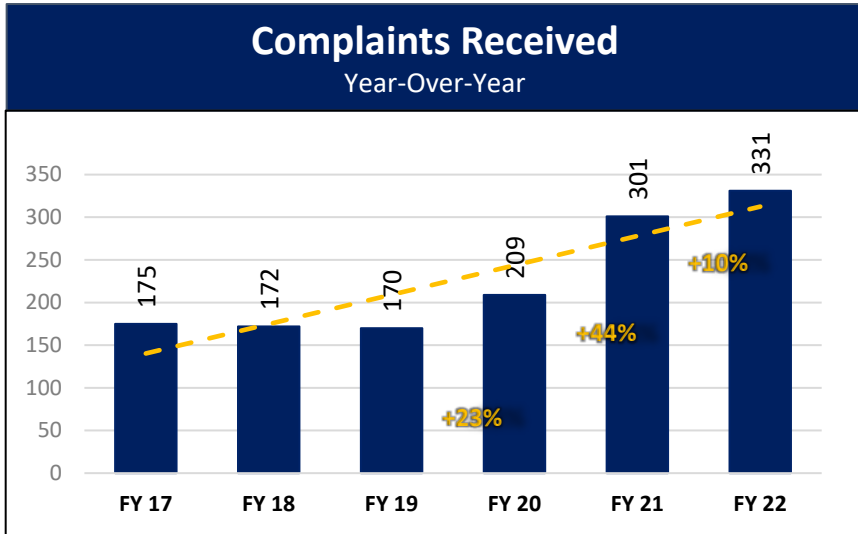
<b><u>Monthly Activity</u></b>		
Beginning Balance	Current Month	Cumulative Totals

<b>Beginning Balance</b>	\$ 25,658.24		
<b>Current Month Receipts</b>			
	Admin Penalties	\$ 0.00	
	Interest Earned	65.79	
<b>Current Month Disbursements</b>		\$ (15,808.98)	
	<b>Total Cash</b>		\$ <b>9,915.05</b>
	Reserved for Education Development		<u>(9,915.05)</u>
	<b>Ending Balance</b>		\$ <b><u>0.00</u></b>

# TALCB Enforcement Report

Current as of May 31, 2023

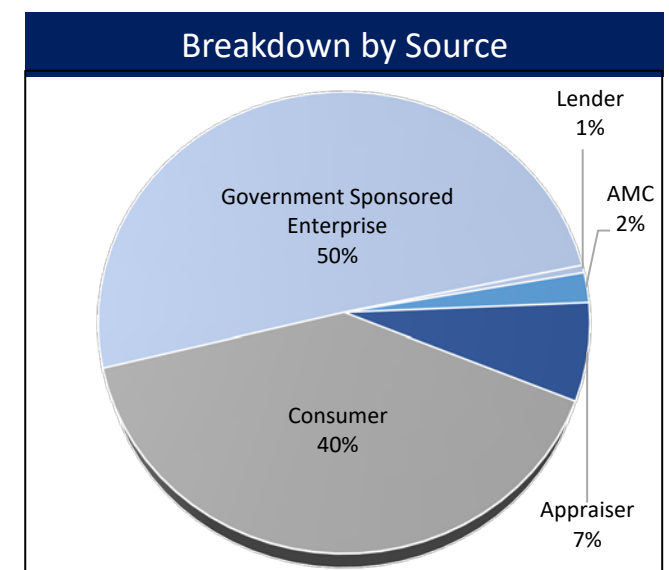
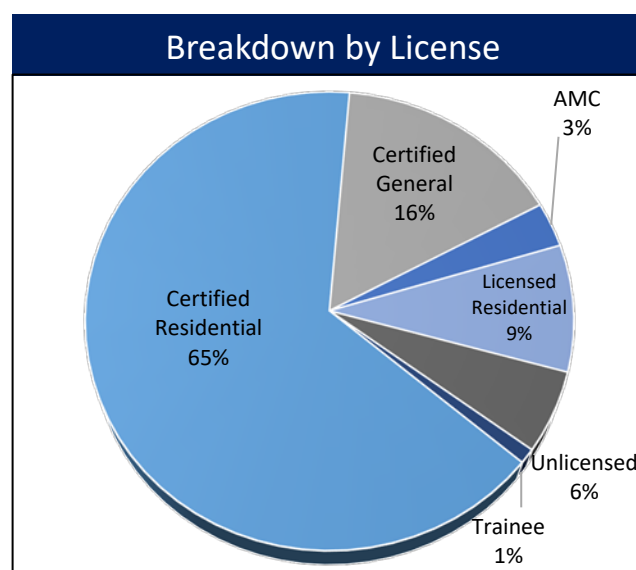
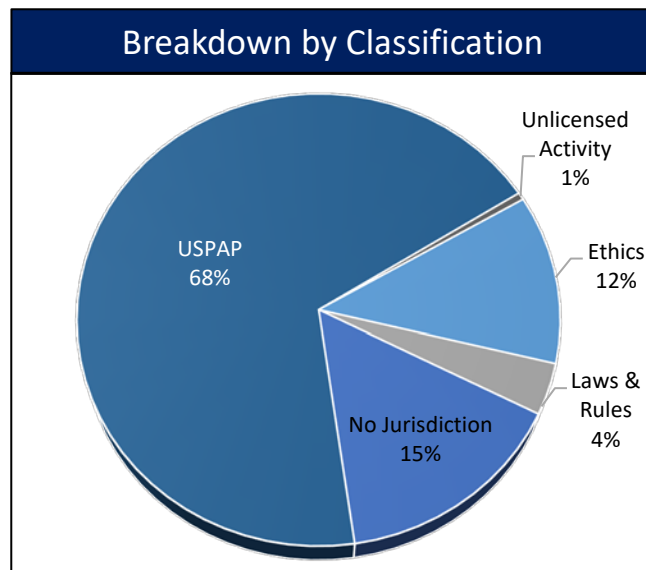
# Complaints Received



### Fiscal Year 2023 Summary

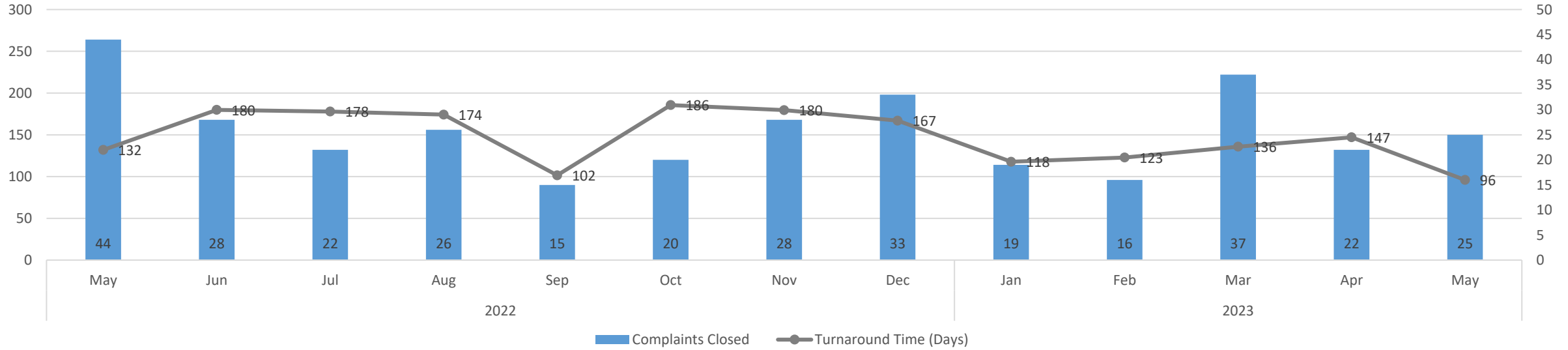
190	Complaints Received
178	Respondents
<3%	License Holders Receive a Complaint

## Fiscal Year 2023 Complaints Received by Category



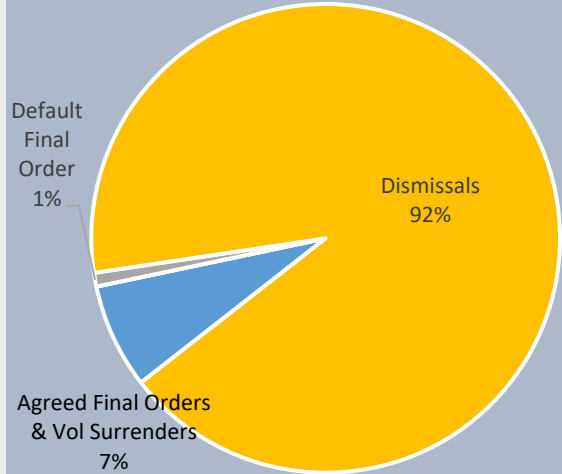


# Complaint Resolution

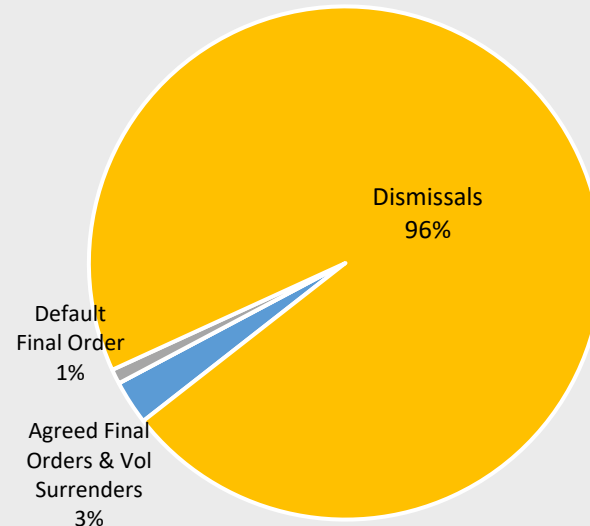


## FY22 Complaint Outcome

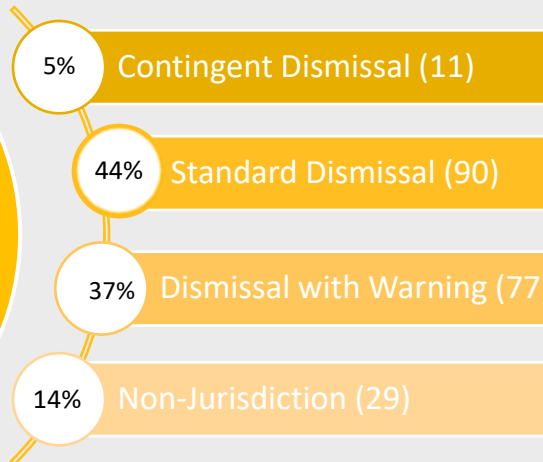
317 Complaints Resolved



## FY23 Complaint Outcome



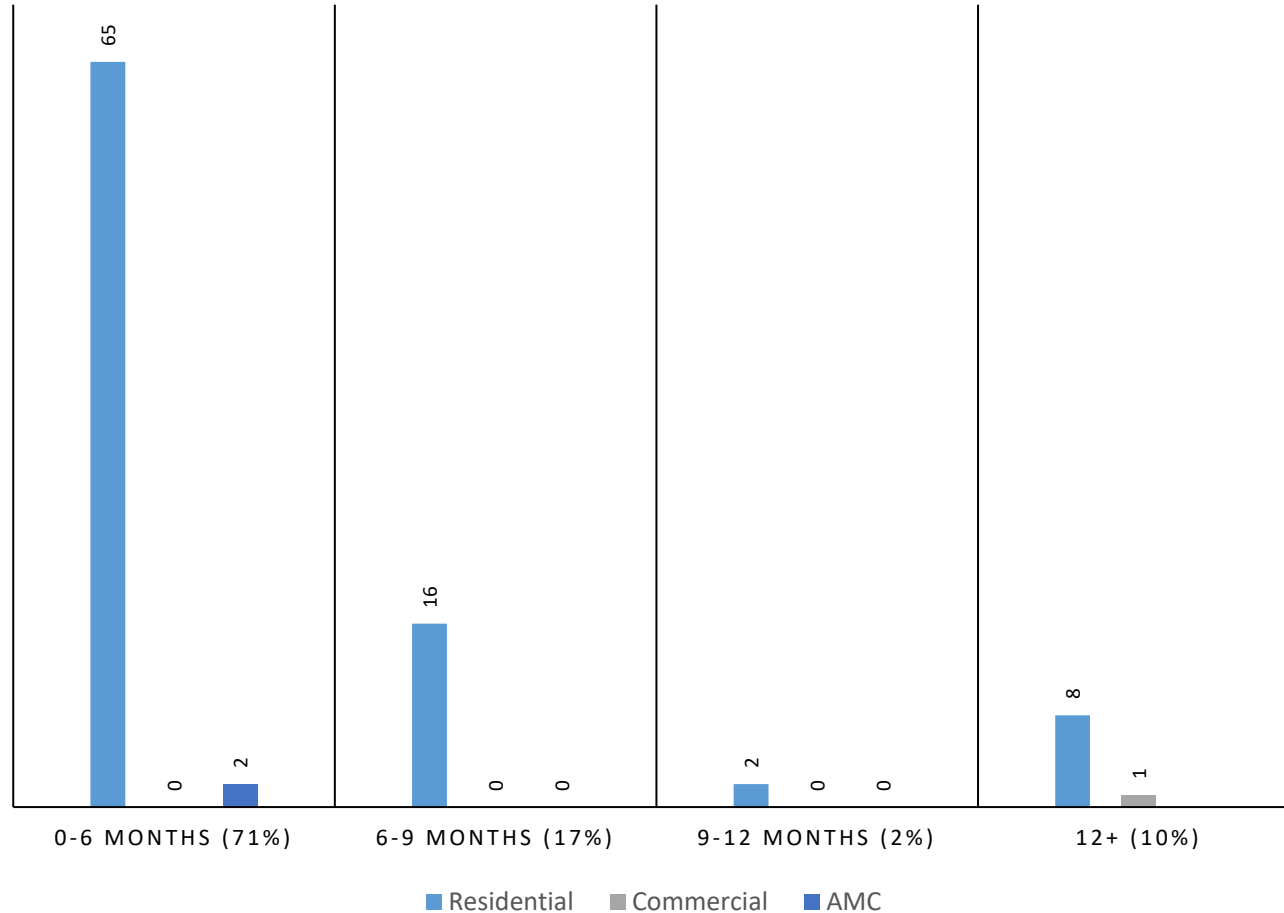
## FY23 Dismissal Breakdown



## Fiscal Year 2023 Summary

215	Complaints Resolved
142 Days	Average turnaround time Sunset Goal: Resolve complaints within 180-day on average
<1%	License holders receive discipline

# Open Complaint Snapshot



## Open Complaint Data

**94** Open Complaints

**19** Cases Abated

- 8 pending litigation
- 11 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.

- 1 case abatement lifted 4/2023
- 7 cases abated
- 1 Complex case (multiple individuals and reports)