



Staff Reports for March 2022

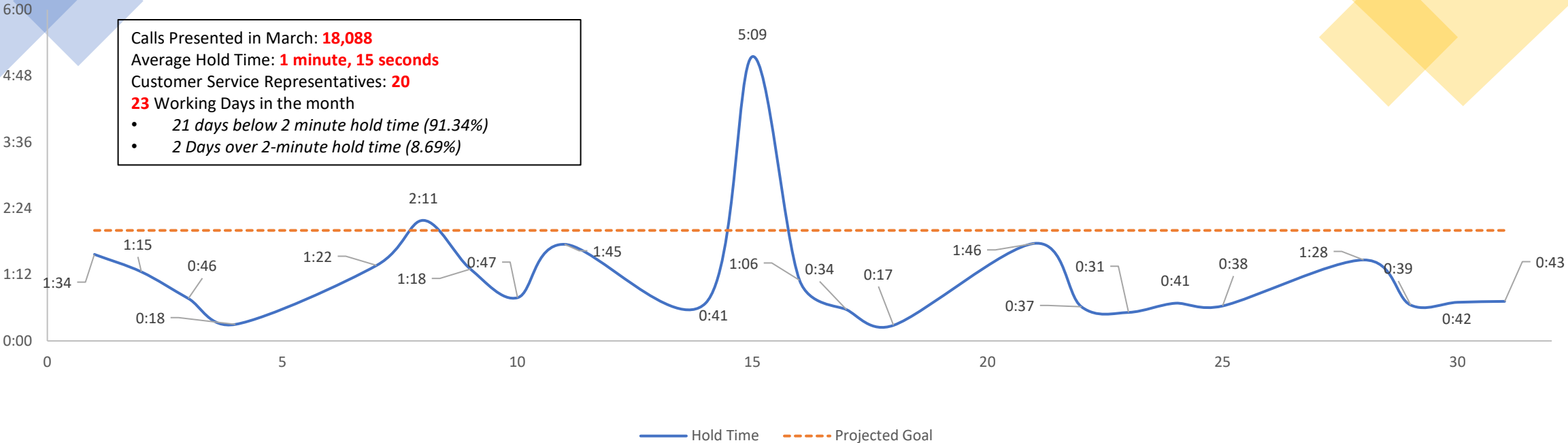
Customer Relations Division

March 2022

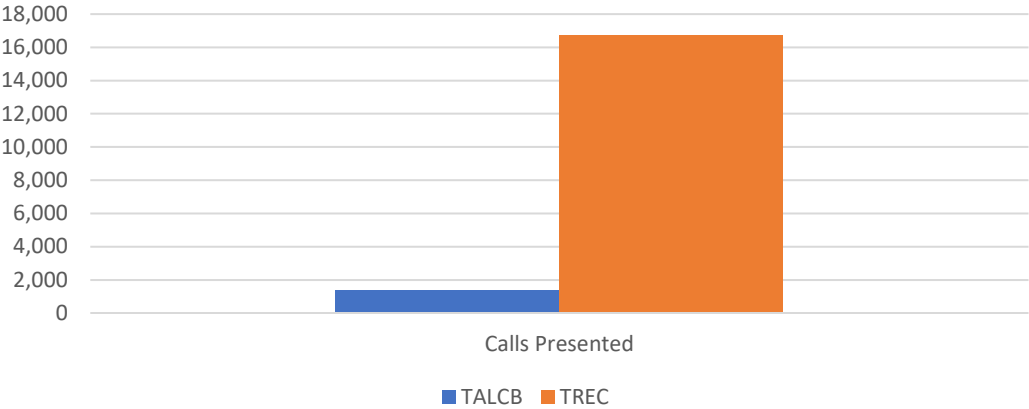
Contact Center Statistics



March, 2022 Hold Time per Day



March, 2022

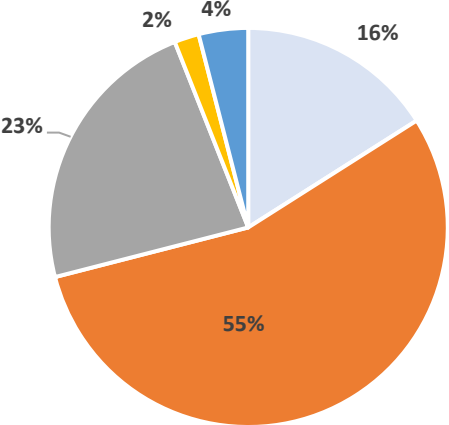


TALCB – 1,356 Calls (7.50%) **56 second hold time**
TREC – 16,732 Calls (92.50%) **1 minute, 16 second hold time**

Customer Satisfaction Survey Results

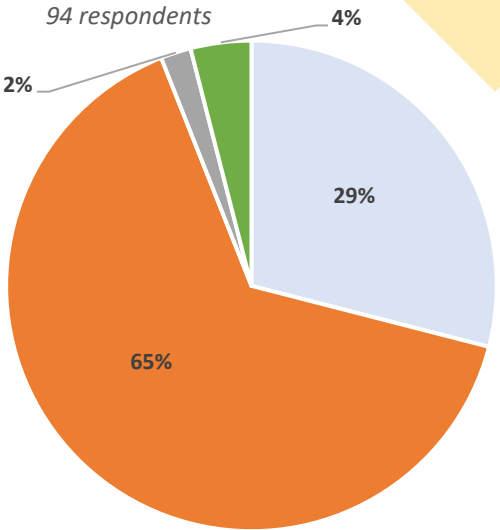
Customer Demographics
93 - respondents

- Consumers
- Real Estate Agents
- Real Estate Brokers
- Real Estate Appraisers
- Real Estate Inspectors



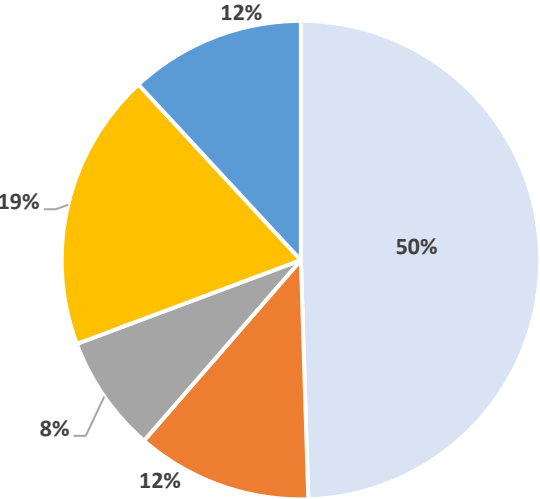
How Do Customers Contact Us?
94 respondents

- Email
- Telephone
- Social Media
- Online Services



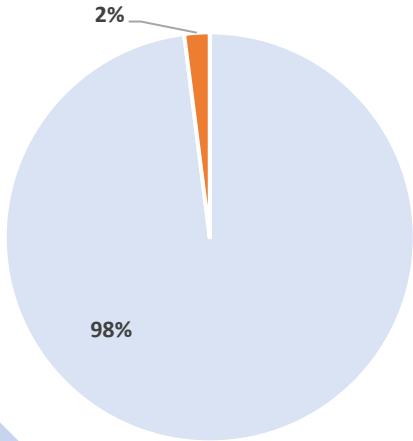
Email Rating
26 respondents

- Excellent
- Above Average
- Moderate
- Below Average
- Poor

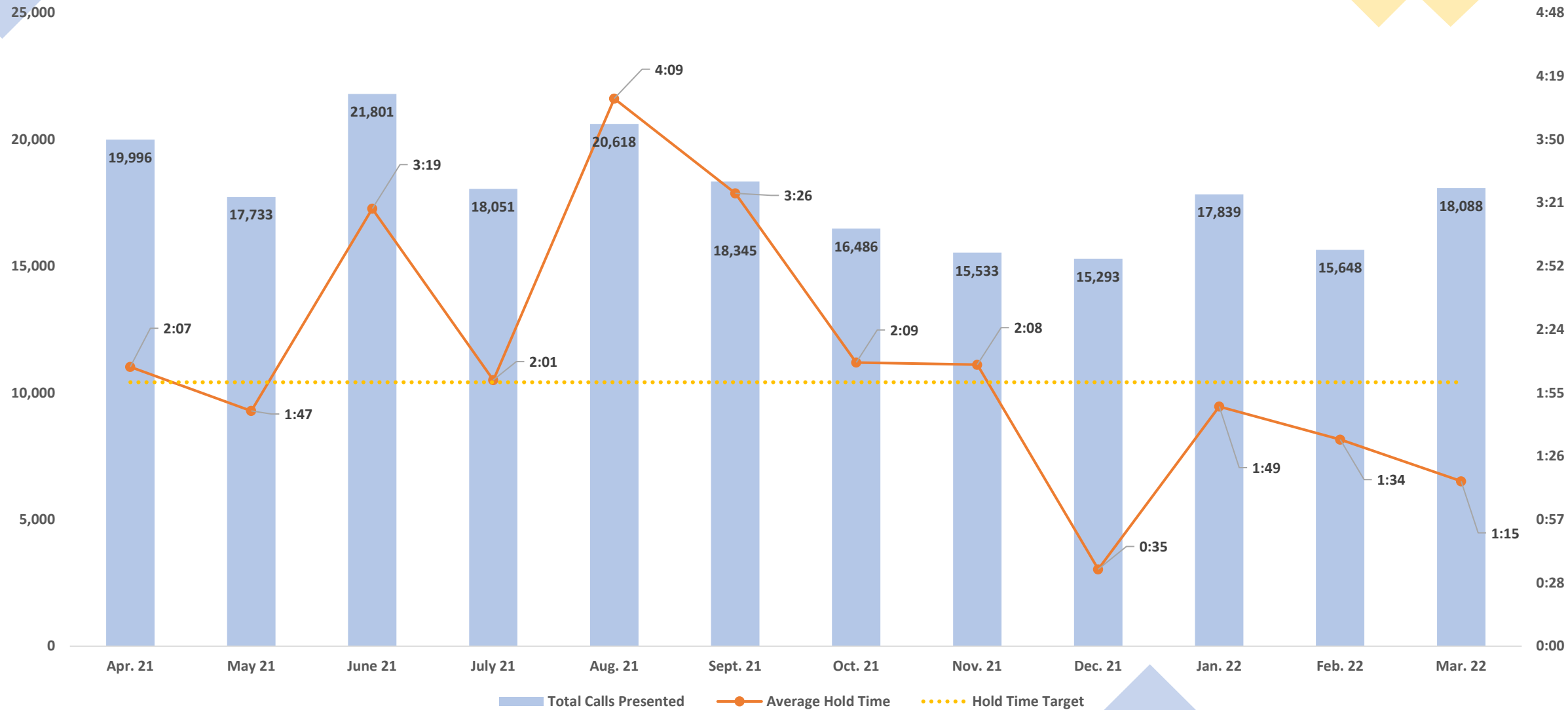


Telephone Service Rating
57 respondents

- Excellent
- Above Average



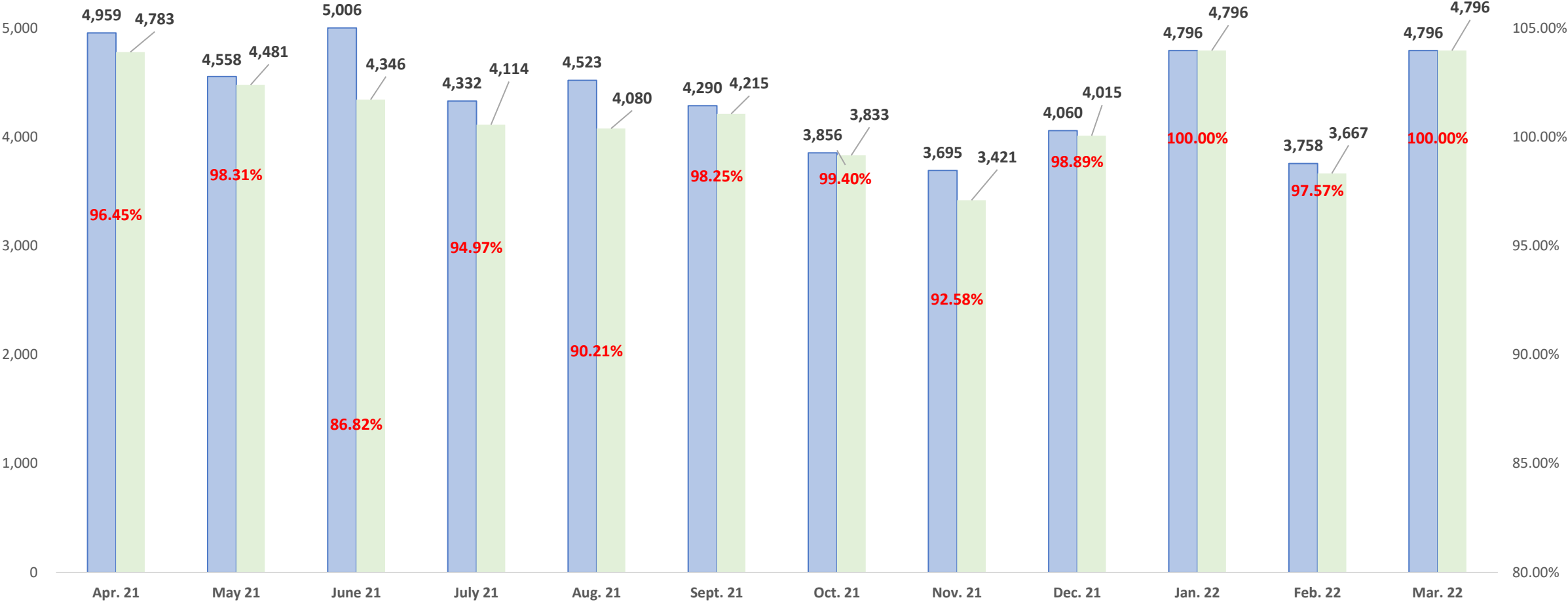
Contact Center Calls Presented vs. Hold Time (Last 12 Months)



Emails Processed and % Completed within 1 Business Day

6,000

110.00%



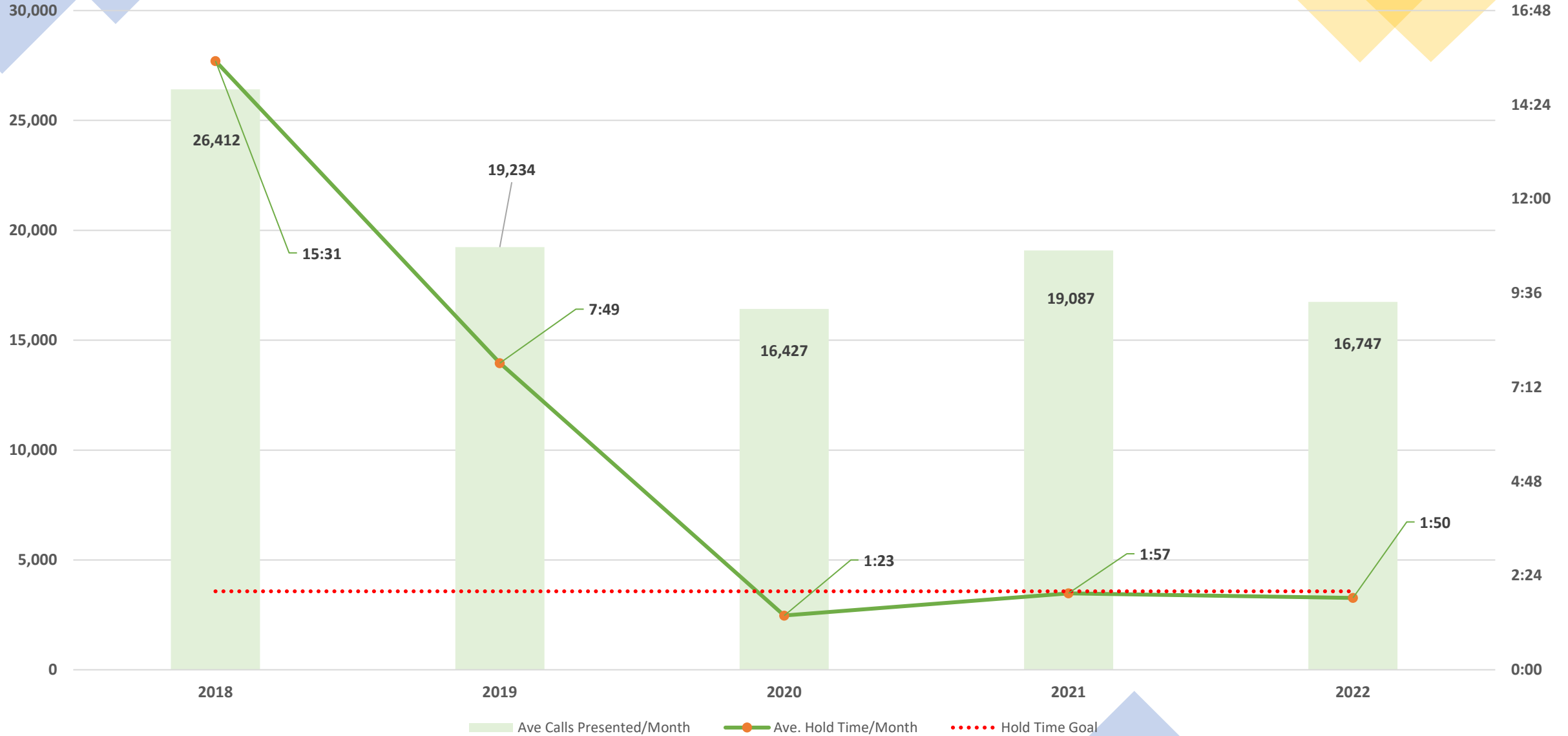
Total Processed

Completed in 1 business day (%)

% handled in 1 day

Fiscal Year Comparison

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



Education & Examination Services
TALCB Provider and Course Applications

Fiscal Year 2022

	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	YTD
Applications Received													
Initial ACE Provider	0	2	0	0	0	0	1						2
Renewal ACE Provider	5	2	2	3	2	1	1						16
Initial ACE Elective Course	17	20	8	15	9	22	22						113
Classroom Delivery	13	18	6	6	5	18	16						82
Online Delivery	4	2	2	9	4	4	6						31
Renewal ACE Elective Course	15	4	5	7	8	5	6						50
Classroom Delivery	8	0	0	2	1	3	3						17
Online Delivery	7	4	5	5	7	2	3						33
Qualifying Course Acceptance	2	3	1	5	2	5	5						23
Classroom Delivery	0	3	0	3	1	3	3						13
Online Delivery	2	0	1	2	1	2	2						10
Total Applications Received	39	31	16	30	21	33	35						205
	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	YTD
Applications Approved													
Initial ACE Provider	0	1	1	0	0	0	0						2
Renewal ACE Provider	3	2	2	1	2	1	2						13
Initial ACE Elective Course	19	13	10	19	6	19	15						101
Classroom Delivery	12	11	8	9	4	15	13						72
Online Delivery	7	2	2	10	2	4	2						29
Renewal ACE Elective Course	11	5	5	10	7	5	5						48
Classroom Delivery	7	1	0	2	1	3	2						16
Online Delivery	4	4	5	8	6	2	3						32
Qualifying Course Acceptance	1	4	1	4	3	8	7						28
Classroom Delivery	0	3	1	1	3	4	5						17
Online Delivery	1	1	0	3	0	4	2						11
Total Applications Approved	34	25	19	34	18	33	29						192

TALCB Licensing Report

Current as of March 31, 2022

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
March 2022

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
March 2022										
Inactive Appraisers		GENERAL 50	RESIDENTIAL 48	LICENSE 15	TOTAL 113		TRAINEE 115		TOTAL 228	
Out-of-State Temporary Registrations:									129	
Total All License Holders:									7,175	

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS

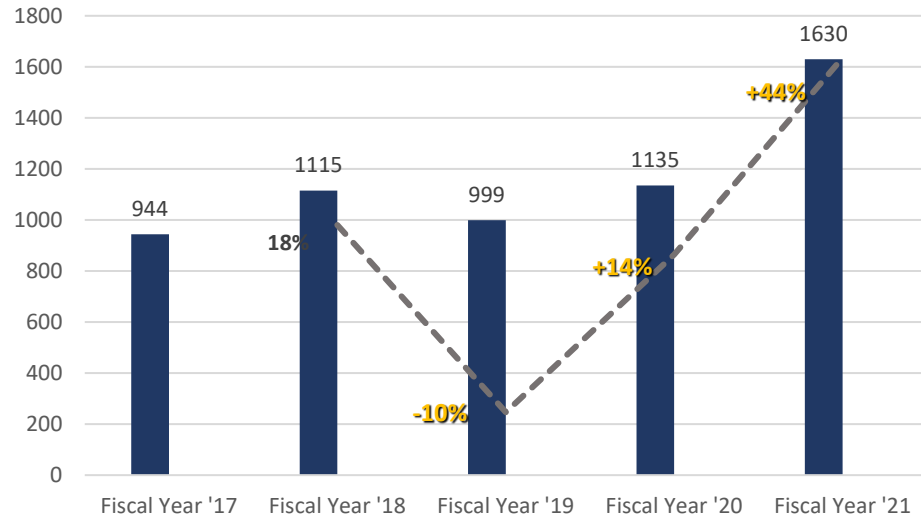
March 2022

FISCAL YEAR	MONTH	Total Apps Received	Total AMC Registrations Issued	Total AMC Renewals Issued
2014 - Total				
		12	13	138
2015 - Total				
		16	15	17
2016 - Total				
		10	11	128
2017 - Total				
		16	15	21
2018 - Total				
		12	12	121
2019 - Total				
		8	9	25
2020 - Total				
		14	14	107
2021	Sep 20	2	0	2
	Oct 20	1	2	3
	Nov 20	1	2	3
	Dec 20	2	1	3
	Jan 21	3	3	1
	Feb 21	0	1	1
	Mar 21	0	0	3
	Apr 21	0	0	3
	May 21	1	0	1
	Jun21	0	1	6
	Jul21	4	3	5
	Aug21	0	1	3
2021 - Total		14	14	34
2022	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
Registrations issued from March 2012 to Mar 2022			306	
Registrations Expired > 6 months as of Mar 2022			-80	
Registrations Expired < 6 months as of Mar 2022			-3	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Re-Issued > 6 months after expiration date			-7	
TOTAL AMC REGISTRATIONS			183	

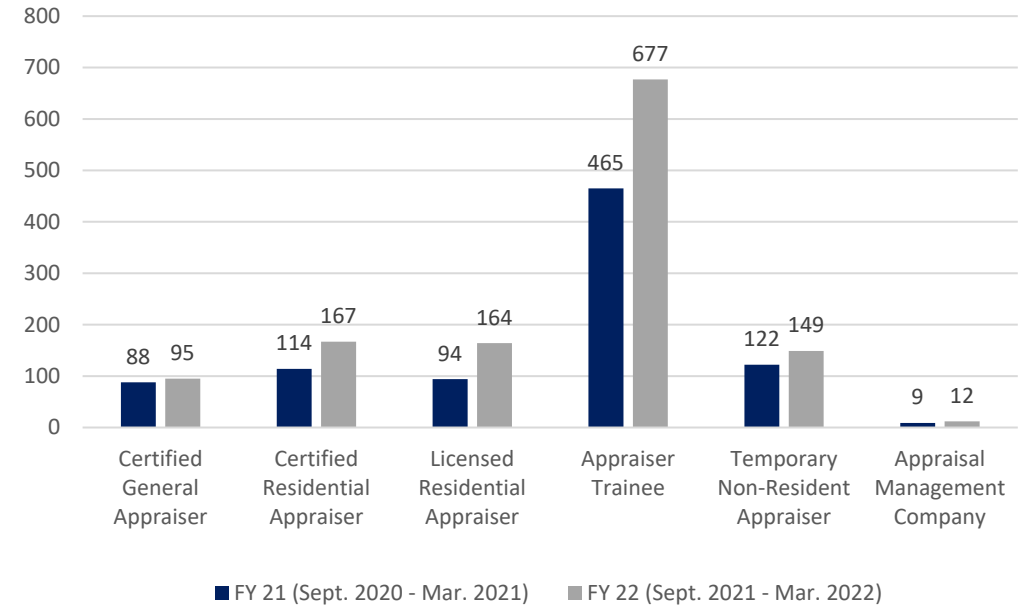
AMC Registrations Year-Over-Year			
Fiscal Year	Total AMC Registrations	Variance	% Change
Fiscal Year 17	172		
Fiscal Year 18	168	-4	-2%
Fiscal Year 19	162	-6	-4%
Fiscal Year 20	163	1	1%
Fiscal Year 21	175	12	7%

Applications Received

Total Applications Received Year-Over-Year Comparison



Applications Received Year-to-Date Comparison



Applications Received Month-Over-Month Comparison

	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
Certified General Appraiser	16	18	12	11	9	13	13	16	10	8	21	13	14
Certified Residential Appraiser	24	25	20	17	19	13	25	29	19	22	32	25	20
Licensed Residential Appraiser	16	14	16	18	18	23	25	17	16	19	26	33	30
Appraiser Trainee	81	96	63	86	82	77	98	81	90	81	116	125	109
Temporary Non-Resident Appraiser	22	12	15	25	21	29	17	18	13	29	18	19	34
Appraisal Management Company	0	0	1	0	4	0	2	2	2	3	0	2	1

Application Processing Time

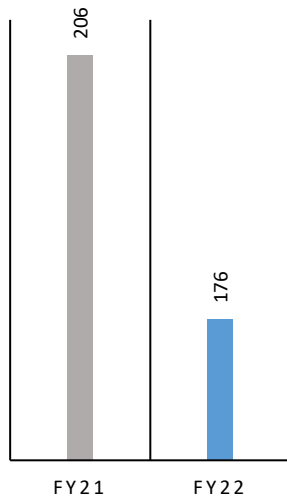
Average Number of Days to Process Applications

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

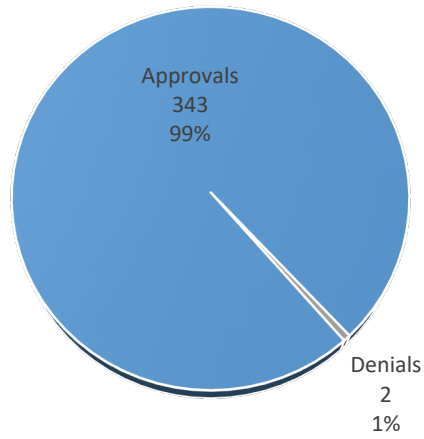
	Mar 21	Apr 21	May 21	June 21	July 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	37	37	59	57	46	41	36	47	52	51	57	40	53
Certified General Appraiser – Reciprocity (Goal: 14 days)	3	2	1	1	2	1	1	1	2	1	1	1	1
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	42	44	41	46	53	39	49	39	55	59	61	56	59
Certified Residential Appraiser – Reciprocity (Goal: 14 days)	3	1	1	1	2	3	1	1	1	1	1	1	2
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	44	42	50	48	46	34	38	50	51	56	57	59	48
Licensed Residential Appraiser – Reciprocity (Goal: 14 days)	6	1	NA	NA	NA	1	1	1	1	1	1	1	2
Appraiser Trainee (Goal: 14 days)	10	8	6	4	3	3	3	4	3	4	3	3	3
Temporary Non-Resident Appraiser (Goal: 5 days)	1	2	1	1	2	1	1	1	1	1	1	1	1
Appraisal Management Company (Goal: 14 days)	NA	NA	NA	1	2	6	4	2	1	1	NA	2	1

Certified and Licensed Residential Experience Audit Summary

Residential Audits Received



FY21 - 22 Residential Audit Outcome

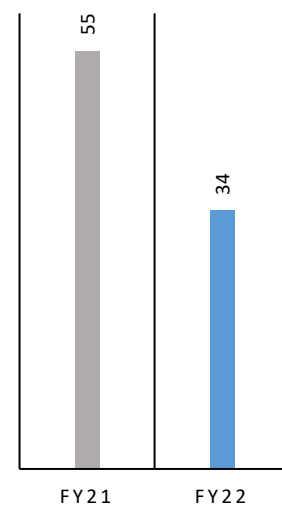


Residential Audit Processing Year-Over-Year

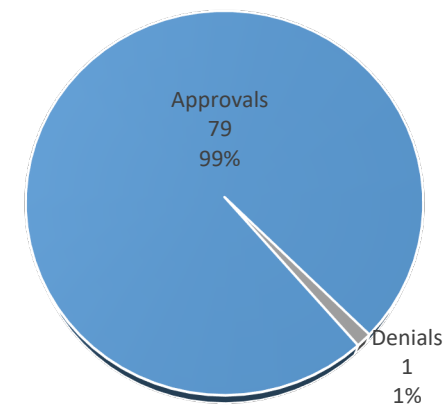
	Closed	Average Processing Time
Fiscal Year 2018	116	100 Days
Fiscal Year 2019	171	83 Days
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	138	47 days

Certified General Experience Audit Summary

Commercial Audits Received



FY21 - 22 Commercial Audit Outcome



Commercial Audit Processing Year-Over-Year

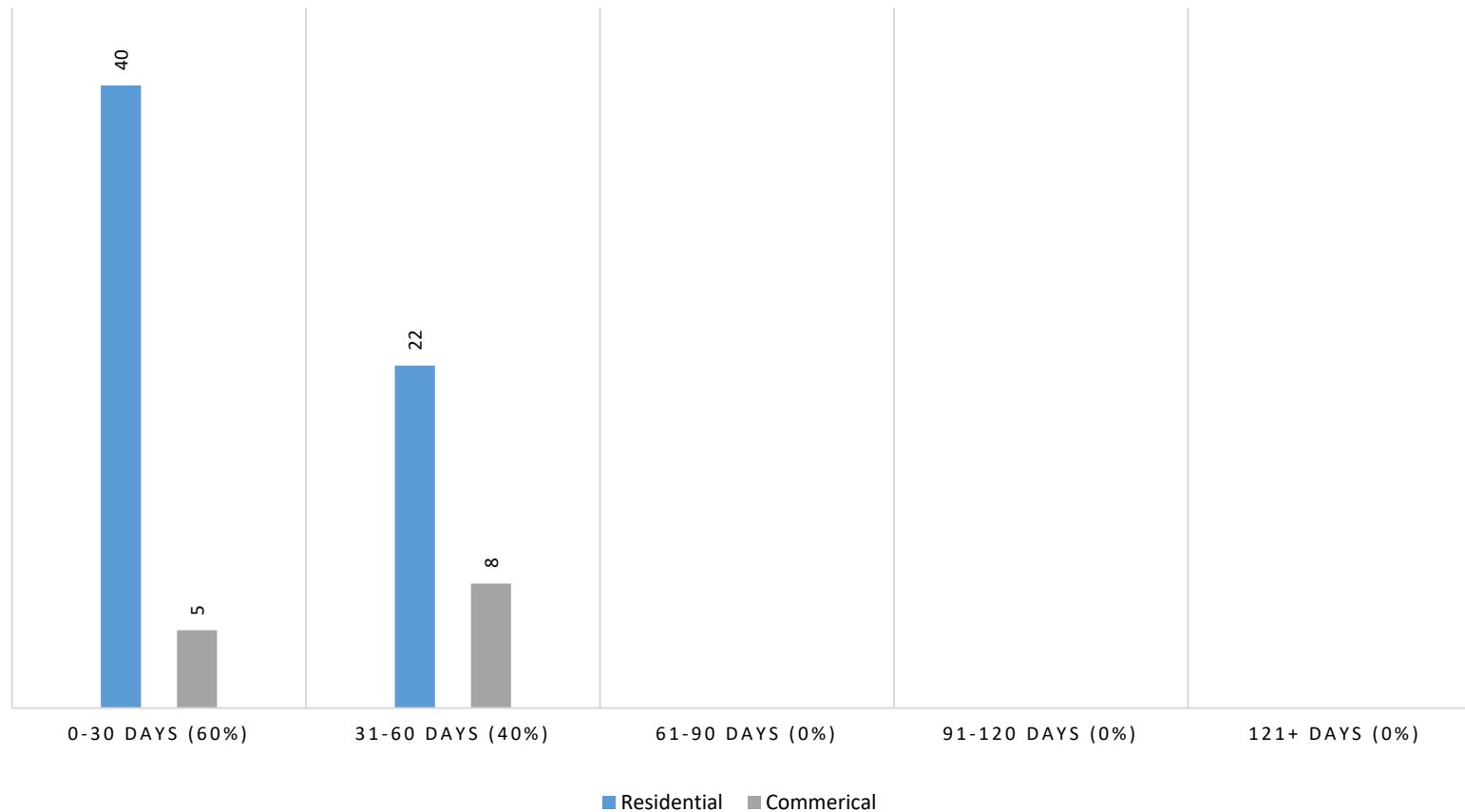
	Closed	Average Processing Time
Fiscal Year 2018	47	160 Days
Fiscal Year 2019	52	218 Days
Fiscal Year 2020	79	124 Days
Fiscal Year 2021	53	30 Days
Fiscal Year 2022	27	42 Days

Renewal Activity

Year-to-Date Comparison

	FY 20 (Sept. 2019 - Mar. 2020)		FY 22 (Sept. 2021 - Mar. 2022)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	527	88.05%	587	90.45%	60	11.39%
Certified Residential Renewals	600	92.40%	690	93.37%	90	15.00%
Licensed Residential Renewals	83	67.24%	101	78.91%	18	21.69%
Appraiser Trainee Renewals	120	44.22%	147	60.25%	27	22.50%

Open Experience Audit Snapshot



A hand dropping a coin into a glass jar filled with coins, with a stack of coins nearby. The image is overlaid with a green diamond-shaped graphic.

Finance Staff Reports

Texas Appraiser Licensing
and Certification Board



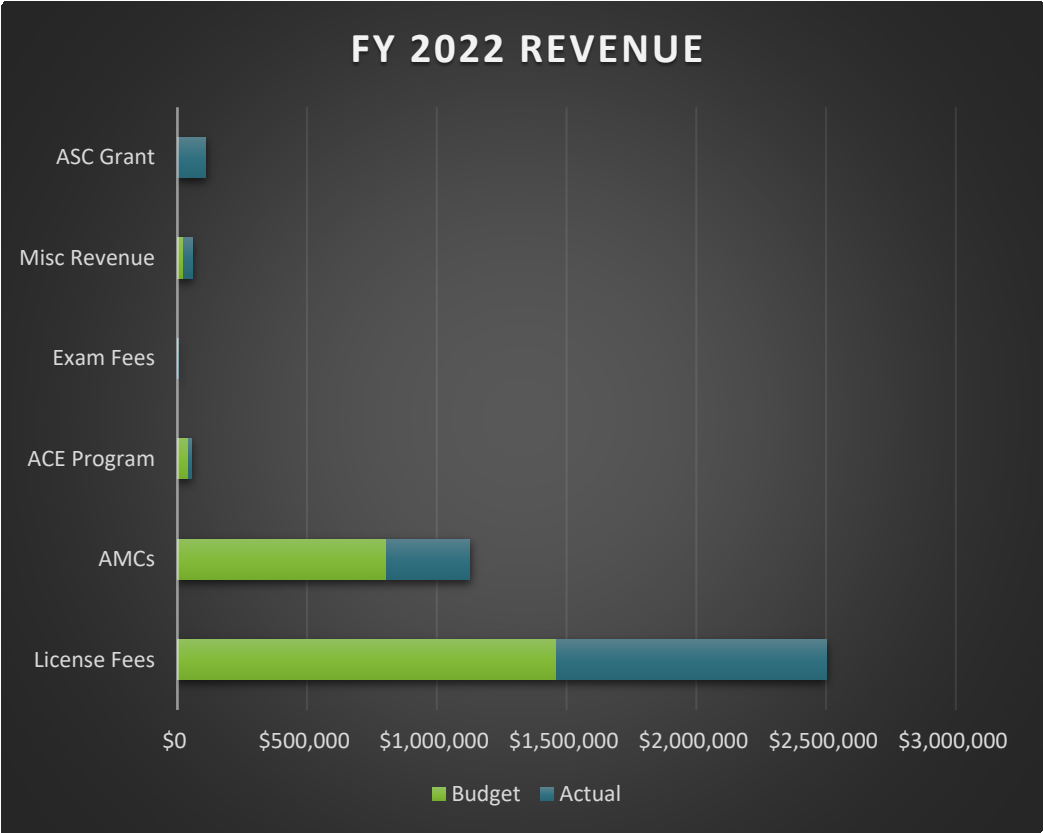
FY 2022 Quarterly Budget Analysis



Budget Item	Q3 FY 2022 (Mar-May)		Year-to-Date		
Revenue	Budget	Actual	Budget	Actual	% Collected
License Fees	\$365,037	\$185,935	\$1,460,148	\$1,042,100	71%
AMCs	\$201,272	134,790	805,088	322,340	40%
ACE Program	\$10,615	\$1,400	\$42,460	\$11,220	26%
Exam Fees	\$667	\$720	\$2,668	\$2,920	109%
Misc Revenue	\$6,364	\$8,883	\$25,456	\$33,843	133%
ASC Grant	\$0	\$0	\$0	\$110,056	0%
Total Revenue	\$583,955	\$331,728	\$2,335,820	\$1,522,479	65%

**Data is as of 31 March 2022*

**65% of projected revenue has been collected, we are currently above target. At 7 months into the fiscal year, the target is 58.3%*

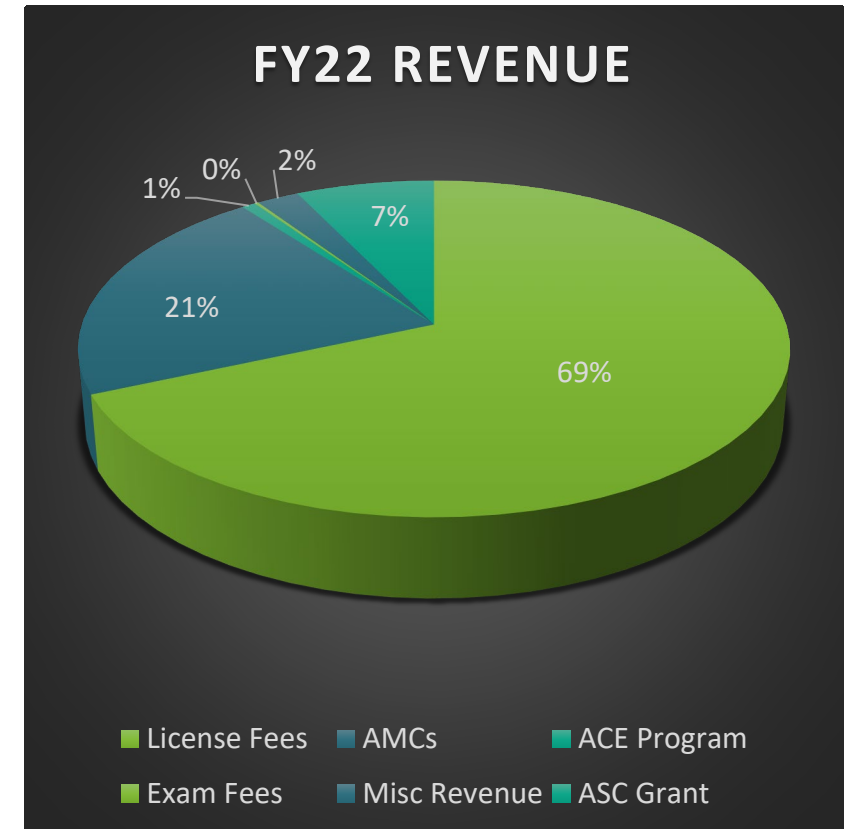




FY 2022 Budget Status Report-Revenue



Budget Status Report March 2022	Budget	Actual Revenue Collected (cumulative)	Remaining Revenue to be Collected	% of Revenue Remaining to be Collected	Comments
License Fees	1,460,148	1,042,100	418,048	28.6%	1,046 total applications and 1,742 total renewals
AMCs	805,088	322,340	482,748	60.0%	12 new AMCs, 38 Renewals, 7,432 Panelist activities. The majority of the renewals occur between Mar-Jun
ACE Program	42,460	11,220	31,240	73.6%	2 new ACE providers, 14 renewals, 47 CE Class Renewals/AQB/Other State; 65 AQB Approved Courses
Exam Fees	2,668	2,920	-252	-9.4%	Pearson Vue Exam Fees-292 exams taken
Misc Revenue	25,456	33,843	-8,387	-32.9%	66 Appraiser Trainee Experience Reviews, 14 ACE extension requests, and Interest earned on accounts
ASC Grant	0	110,056	-110,056	0.0%	ASC Grant Reimbursements
Total Revenue Collected	2,335,820	1,522,479	813,341	34.8%	





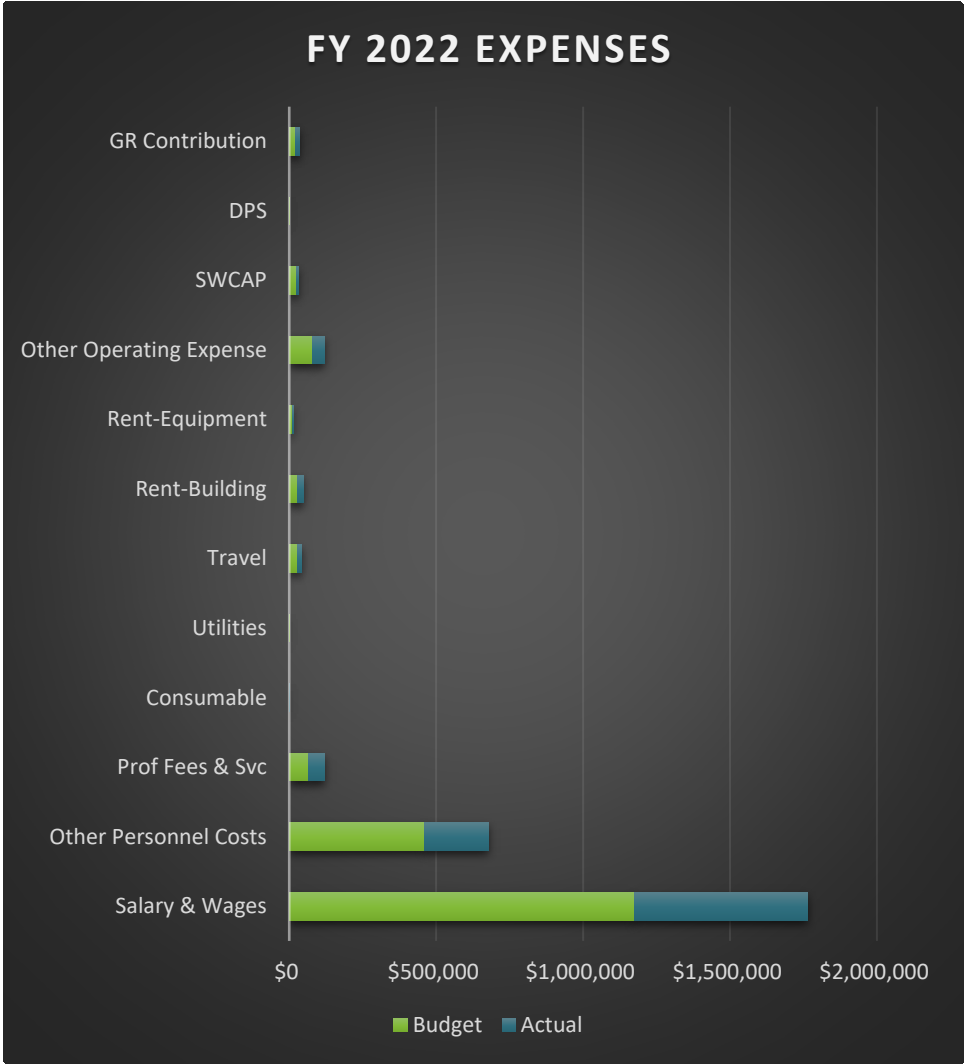
FY 2022 Quarterly Budget Analysis



Budget Item	Q3 FY2022 (Mar-May)		Year-to-Date		
Expense	Budget	Actual	Budget	Actual	% Expended
Salary & Wages	\$293,396	\$88,004	\$1,173,582	\$589,406	50%
Other Personnel Costs	\$114,598	31,048	458,390	221,006	48%
Prof Fees & Svc	\$15,912	\$17,845	\$63,648	\$54,413	85%
Consumable	\$500	\$36	\$2,000	\$193	10%
Utilities	\$60	\$0	\$239	\$0	0%
Travel	\$6,750	\$1,736	\$27,000	\$13,157	49%
Rent-Building	\$3,910	\$4	\$26,473	\$21,312	81%
Rent-Equipment	\$3,024	\$158	\$12,096	\$987	8%
Other Operating Expense	\$19,312	\$7,679	\$77,247	\$41,319	53%
SWCAP	\$17,816	\$7,802	\$23,754	\$7,802	33%
DPS	\$63	\$0	\$250	\$0	0%
GR Contribution	\$5,625	\$1,875	\$22,500	\$13,125	58%
Total Expenditures	\$480,966	\$156,187	\$1,887,179	\$962,720	51%

**Data is as of 31 March 2022*

**We've spent 51% of budgeted expenditures, we are slightly below target of 58.3% at 7 months into the fiscal year.*

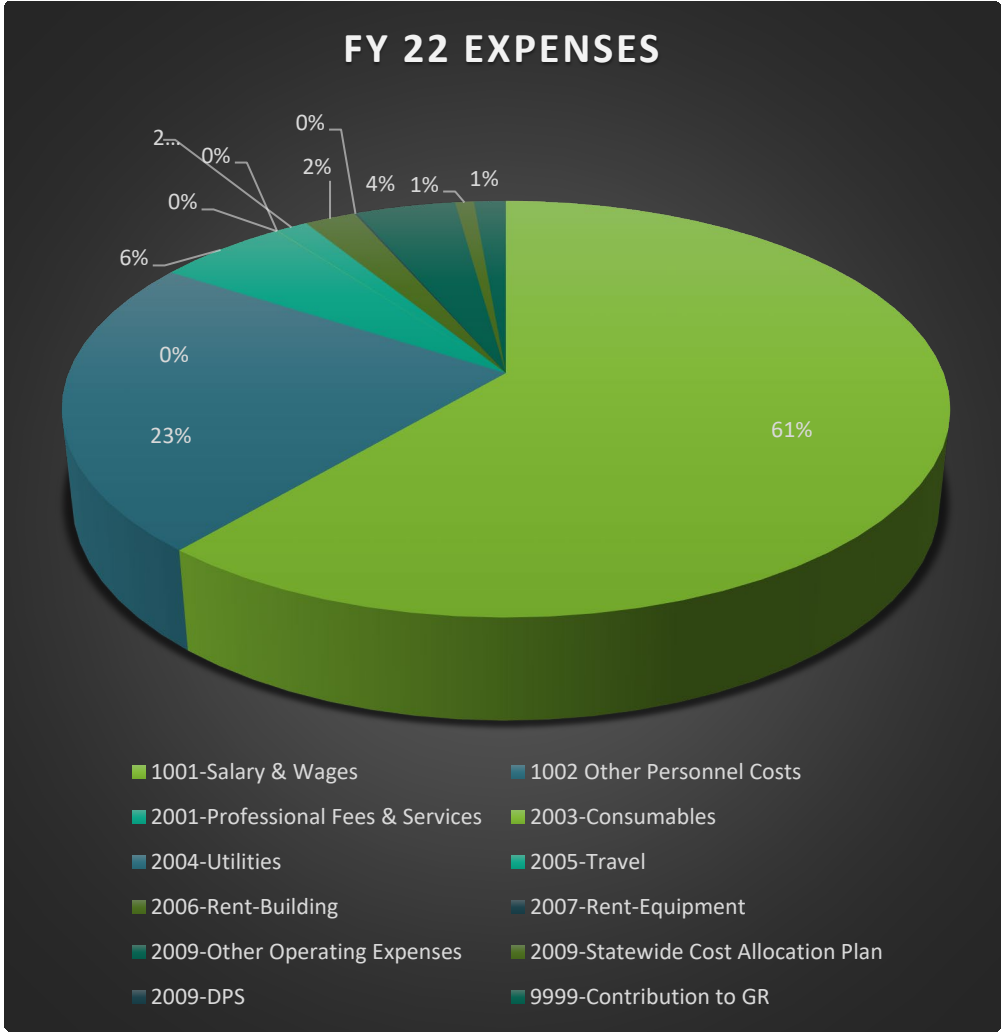




FY 2022 Budget Status Report-Expenses



Budget Status Report March 2022					
	Budget	Actual Expenses (cumulative)	Amount Budget Remaining	% Budget Remaining	Comments
1001-Salary & Wages	1,173,582	589,406	584,176	49.8%	Salary and Merit raises
1002 Other Personnel Costs	458,390	221,006	237,384	51.8%	Longevity, Board Per Diem, Unemployment, Employee Insurance SOAH, OAG, and the ASC Grant Contractor
2001-Professional Fees & Services	63,648	54,413	9,235	14.5%	
2003-Consumables	2,000	193	1,807	90.4%	Consumables are less due to teleworking
2004-Utilities	239	0	239	100.0%	Shredding Services have not been utilized
2005-Travel	27,000	13,157	13,843	51.3%	AARO Conf, Quarterly Board Meetings
2006-Rent-Building	26,473	21,312	5,161	19.5%	SFA Building Lease
2007-Rent-Equipment	12,096	987	11,109	91.8%	Canon Copier Lease
2009-Other Operating Expenses	77,247	41,319	35,928	46.5%	AARO Conf registration, Worker's Comp allocation, TTSTC Bank Fees
2009-Statewide Cost Allocation Plan	23,754	7,802	15,952	67.2%	Indirect costs charged by the state
2009-DPS	250	0	250	100.0%	Services have not been utilized/invoiced by DPS
9999-Contribution to GR	22,500	13,125	9,375	41.7%	Monthly allocation
TOTAL EXPENDITURES	1,887,179	962,720	924,459	49.0%	

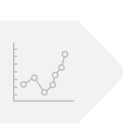




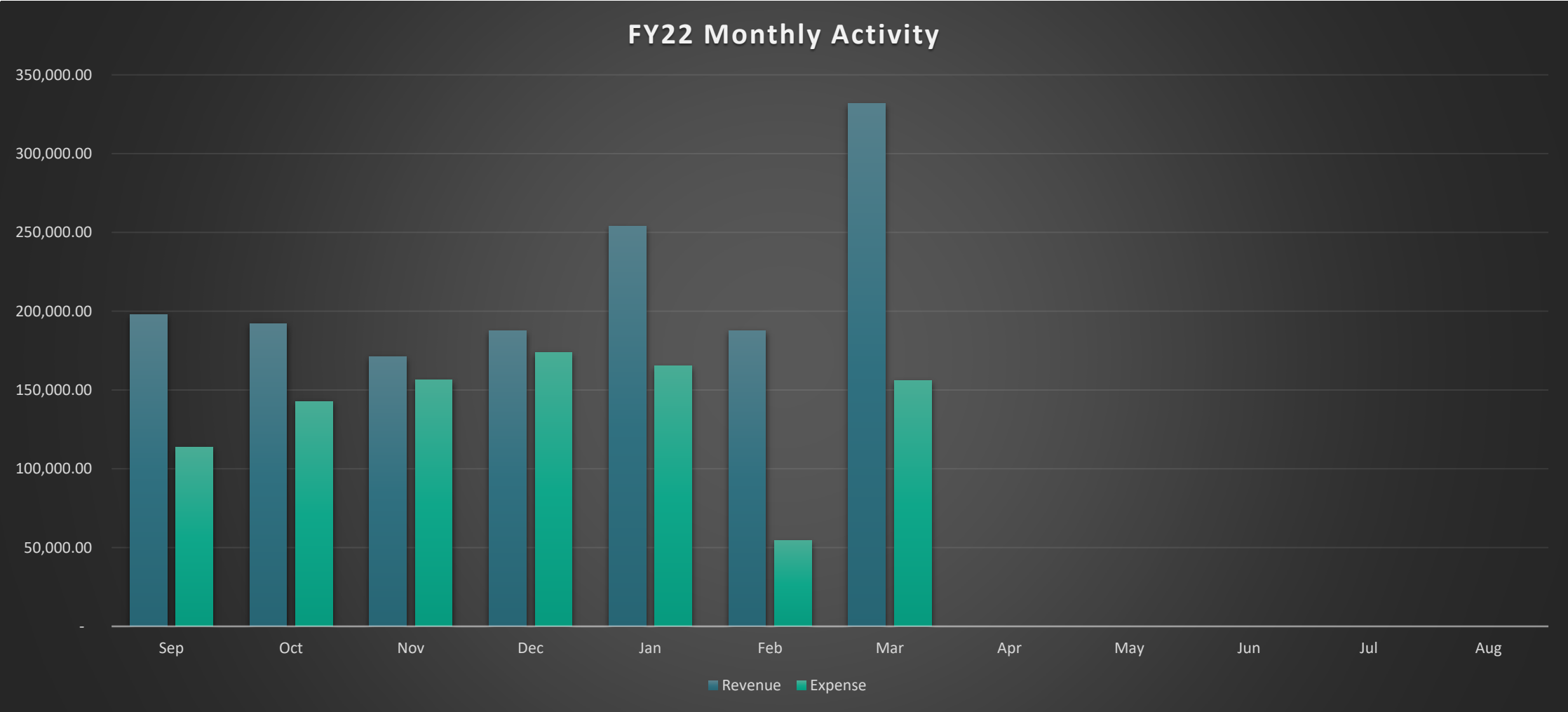
FY 2022 Q1-Q4 Analysis

FY2022	Q1 FY22 (Sept-Nov)		Q2 FY22 (Dec-Feb)		Q3 FY22 (Mar-May)		Q4 FY22 (Jun-Aug)		FY22 (Cummulative YTD)		▲ YoY
	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	FY22 Budget	FY22 Actual	
Revenues											
License Fees	365,037.00	378,383.00	365,037.00	477,782.00	365,037.00	185,935.00	365,037.00	-	1,460,148.00	1,042,100.00	17.6%
AMC	201,272.00	116,740.00	201,272.00	70,810.00	201,272.00	134,790.00	201,272.00	-	805,088.00	322,340.00	117.5%
Ace Program	10,615.00	5,655.00	10,615.00	4,165.00	10,615.00	1,400.00	10,615.00	-	42,460.00	11,220.00	59.9%
Examination Fees	667.00	1,310.00	667.00	890.00	667.00	720.00	667.00	-	2,668.00	2,920.00	28.6%
Misc Revenue	6,364.00	19,995.00	6,364.00	4,965.00	6,364.00	8,883.00	6,364.00	-	25,456.00	33,843.00	28.1%
ASC Grant	-	39,216.00	-	70,840.00	-	-	-	-	-	110,056.00	0.0%
Total Revenues	583,955.00	561,299.00	583,955.00	629,452.00	583,955.00	331,728.00	583,955.00	-	2,335,820.00	1,522,479.00	42.3%
Expenses											
Salary & Wages	293,396.00	256,182.00	293,396.00	245,220.00	293,396.00	88,004.00	293,394.00	-	1,173,582.00	589,406.00	-13.1%
Other Personnel Costs	114,598.00	86,752.00	114,598.00	103,206.00	114,598.00	31,048.00	114,596.00	-	458,390.00	221,006.00	-12.2%
Prof Fees & Svc	15,912.00	40,914.00	15,912.00	(4,346.00)	15,912.00	17,845.00	15,912.00	-	63,648.00	54,413.00	594.9%
Consumable	500.00	14.00	500.00	143.00	500.00	36.00	500.00	-	2,000.00	193.00	-39.6%
Utilities	60.00	-	60.00	-	60.00	-	59.00	-	239.00	-	-100.0%
Travel	6,750.00	7,564.00	6,750.00	3,857.00	6,750.00	1,736.00	6,750.00	-	27,000.00	13,157.00	0.0%
Rent-Building	15.00	2.00	22,338.00	21,306.00	3,910.00	4.00	210.00	-	26,473.00	21,312.00	-20.1%
Rent-Equipment	3,024.00	306.00	3,024.00	523.00	3,024.00	158.00	3,024.00	-	12,096.00	987.00	-39.7%
Other Operating Expense	19,312.00	15,539.00	19,312.00	18,101.00	19,312.00	7,679.00	19,311.00	-	77,247.00	41,319.00	12.6%
SWCAP	-	-	-	-	17,816.00	7,802.00	5,938.00	-	23,754.00	7,802.00	31.4%
DPS	63.00	-	62.00	-	63.00	-	62.00	-	250.00	-	0.0%
GR Contribution	5,625.00	5,625.00	5,625.00	5,625.00	5,625.00	1,875.00	5,625.00	-	22,500.00	13,125.00	0.0%
Total Expenses	459,255.00	412,898.00	481,577.00	393,635.00	480,966.00	156,187.00	465,381.00	-	1,887,179.00	962,720.00	-5.8%

- ❖ Prof Fees & Svc-Expenditures were less by March 2021, because agency did not have expenditures for grant contractor.
- ❖ Travel-there were no travel expenditures recorded for the agency until after May 2021.
- ❖ Other Operating Expense-Expenses were less by March 2021 because the agency was still primarily remote and conference attendance was primarily virtual.
- ❖ SWCAP-This is a cost calculated by the Comptroller's Office and fluctuates annually.



FY 2022 Monthly Operating Activity





Investments Holding Report

Financial Services Division Tx Appraiser Licensing & Certification Board Operating Account No. 3056 Investments Holdings Report

March 2022

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
06/15/2021	126,800.00	128,917.21	127,305.22	(143.64)	127,161.58	652.29	U.S. T-Notes, 1.75	06/15/2022
09/15/2021	985,800.00	999,780.68	990,266.91	(1,771.36)	988,495.55	683.10	U.S. T-Notes, 1.500	09/15/2022
12/15/2021	394,700.00	399,898.06	396,997.28	(1,464.71)	395,532.57	1,885.40	U.S. T-Notes, 1.625	12/15/2022
03/15/2022	126,000.00	124,979.67	0.00	124,636.64	124,636.64	29.10	U.S. T-Notes, .500	03/15/2023
Totals	\$ 1,633,300.00	\$ 1,653,575.62	\$ 1,514,569.41	\$ 121,256.93	\$ 1,635,826.34	\$ 3,249.89		

Monthly Activity

Beginning Balance	Current Month	Cumulative Totals
-------------------	---------------	-------------------

Beginning Cash Available Balance \$ 898,133.01

Current Month Receipts \$ 195,824.66

Current Month Disbursements \$ (257,323.25)

Total Cash	\$ 836,634.42
Investment Ending Market Value	1,635,826.34
Total Account Balance	2,472,460.76
Operating Reserves	(652,638.00)
Ending Balance Available for Operations	\$ 1,819,822.76

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



Education Development Reserve



Financial Services Division

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

March 2022

		<u>Monthly Activity</u>		
		Beginning Balance	Current Month	Cumulative Totals
Beginning Balance		\$ 37,539.57		
Current Month Receipts	Admin Penalties	\$	0.00	
	Interest Earned		3.74	
Current Month Disbursements			\$ 0.00	
Total Cash				\$ 37,543.31
Reserved for Education Development				(37,543.31)
Balance				\$ 0.00





ASC Grant Report FY 22 Award Activity



Grantor Appraisal Subcommittee of the Federal Financial Institution Examination Council
 Agreement Number: SSG2021TX02
 CFDA Number: 38.006
 Project Period: 10/1/2020-09/30/2023
 Budget Period: 10/01/2021-09/30/2022
 Current Award: \$ 101,640.00
 Pending Award: \$ 120,000.00
 Total FY22 Award \$ 221,640.00

ASC Grant Reimbursement Summary of Payments					
Type of Service	Date	Dates of Service	Amount	Transaction Number	Date
	Reimbursement Requested				Reimbursement Received
Payroll Reimbursement	1/21/2022	10/1/2021-01/31/2022	\$ 25,480.00	2050774891	1/21/2022
PO Reimbursement	1/21/2022	10/1/2021-12/15/2021	\$ 45,360.00	2050774891	1/21/2022

Total Invoices/Payroll Requested \$ 70,840.00
 Total Reimbursement Recv'd \$ 70,840.00
 Total Grant Funds Remaining in PMS \$ 30,800.00

Financial Services Division
TALCB Budget Status Report
March 2022 - Fiscal Year 2022

Expenditure Category	Beginning Balance FY2022	Expenditures	Remaining Balance	Budget % Remaining	5/12 = 41.67% Comments
Actual Beginning Balance	\$2,373,564		\$2,083,385		includes Trust cash balances as of 8/31/2021, reduced by expenditures for FY21 paid after 8/31/21 and payroll liability as of 8/31/2021; remaining balance represents Trust balance as of 9/30/21
Operating Reserves	(\$652,638)		(\$652,638)		
Available balance within Texas Treasury Safekeeping Trust	\$1,720,926		\$1,430,747		remaining available budget to consider to balance FY2022 budget
Salaries & Wages	\$1,173,582	\$589,406	\$584,176	49.8%	
Other Personnel Costs	458,390	221,006	\$237,384	51.8%	
Professional Services	63,648	54,413	\$9,235	14.5%	Luna Data - Computer consultant services paid with ASC grant
Consumables	2,000	193	\$1,807	90.4%	Consumable expense not utilized due to staff working from home.
Utilities	239	0	\$239	100.0%	Shredding services not utilized due to staff working from home.
Travel	27,000	13,157	\$13,843	51.3%	
Rent - Building - Other	26,473	21,312	\$5,161	19.5%	Annual lease paid
Rent - Equipment	12,096	987	\$11,109	91.8%	Unexpended budget for Canon Copier cost
Other Operating Expense	77,247	41,319	\$35,928	46.5%	2021 AARO Conference registration, Worker's Compensation & Risk Mgmt Services (SORM), cost for mail services, SAE training for SES staff, SHRM renewal for HR Director, notary renewal for Board secretary, online business skills library, TTSTC bank fees
Subtotal -Operations Expenditures	1,840,675	941,792	898,883	48.8%	
DPS Criminal History Background Checks	250	0	250	100.0%	
Statewide Cost Allocation Plan (SWCAP)	23,754	7,802	15,952	67.2%	Indirect costs charged by the state, 2nd Qtr due April 30
Contribution to General Revenue	22,500	13,125	9,375	41.7%	allocated monthly until 8/31/2022; actual payment amount made to General Revenue fund
Subtotal - Nonoperational Expenditures	46,504	20,927	25,577	55.0%	
Total Expenditures and GR Contribution	1,887,179	962,719	924,460	49.0%	
Revenue	FY2022 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,460,149	\$1,042,100	\$418,049	28.6%	1,046 total applications & 1742 total renewals
AMCs	805,087	322,340	\$482,747	60.0%	12 new AMCs, 38 AMC renewals, 7,432 of panelist activities; majority of renewals occur between March and June
ACE Program Revenue	42,460	11,220	\$31,240	73.6%	2 new ACE providers, 14 renewals from ACE Providers, 47 CE Class Renewals AQB/Other State, 65 AQB approved courses
Examination fees	2,668	2,920	(\$252)	-9.4%	Pearson Vue exam fees-292 exams taken
Other Miscellaneous Revenue	25,456	33,843.22	(\$8,387)	-32.9%	66 Appraiser Trainee experience reviews, 14 ACE extension requests, Interest earned
TALCB ASC grant	0	110,056	(\$110,056)	0.0%	ASC grant to develop Complaint portal
Total Revenue	\$2,335,820	\$1,522,479	\$813,341	34.8%	
Operating Gains/ Losses	\$448,641	\$559,760	\$1,008,401	224.8%	
Restricted Education Reserve Fund Carryforward					
	\$37,537				
Revenue Over/(Under) Expenditures & Transfers	\$2,207,104	\$559,760	\$1,319,628		

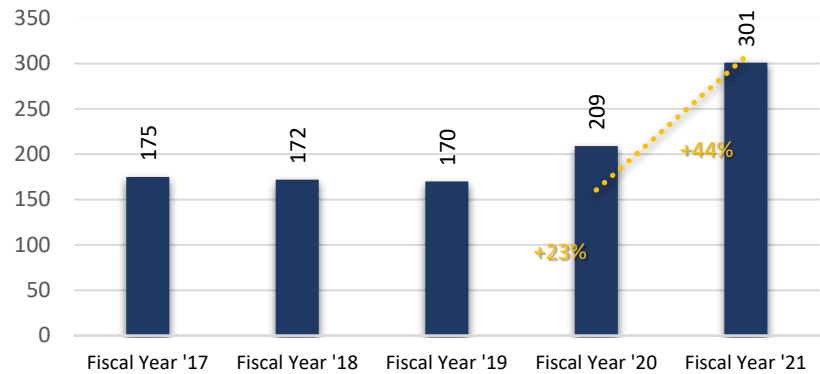
TALCB Enforcement Report

Current as of March 31, 2022

Complaints Received

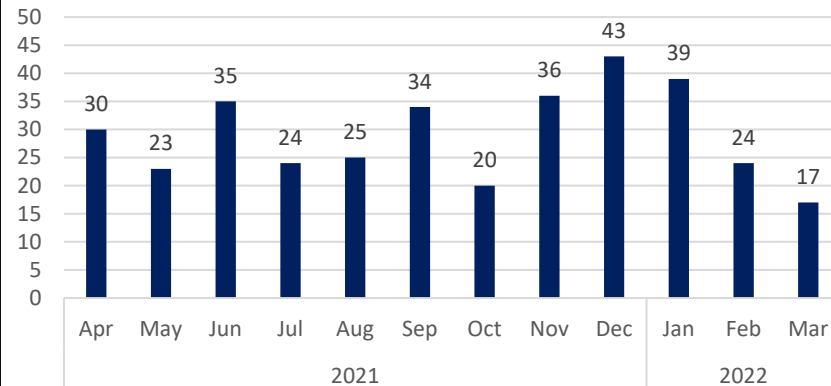
Complaints Received

Year-Over-Year



Complaints Received

Month-Over-Month

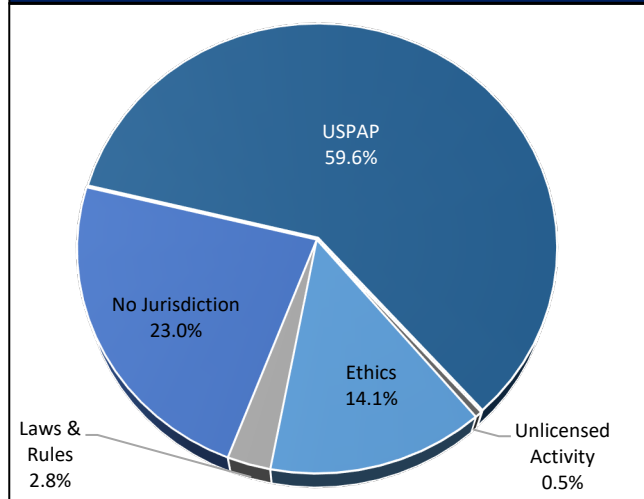


Fiscal Year 2022 Summary

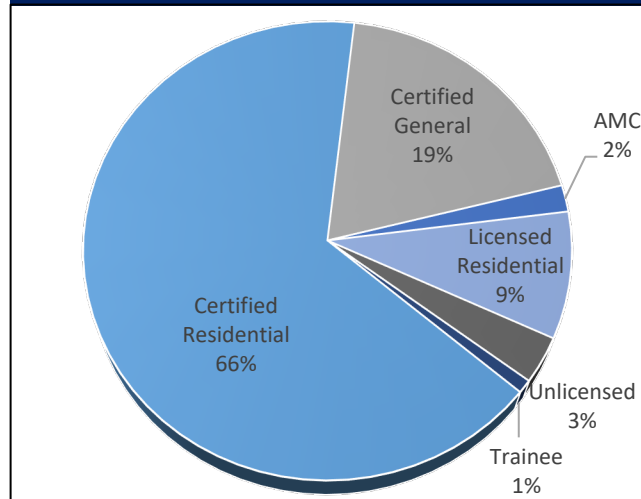
213	Complaints Received
188	Respondents
<3%	License Holders Receive a Complaint

Fiscal Year 2022 Complaints Received by Category

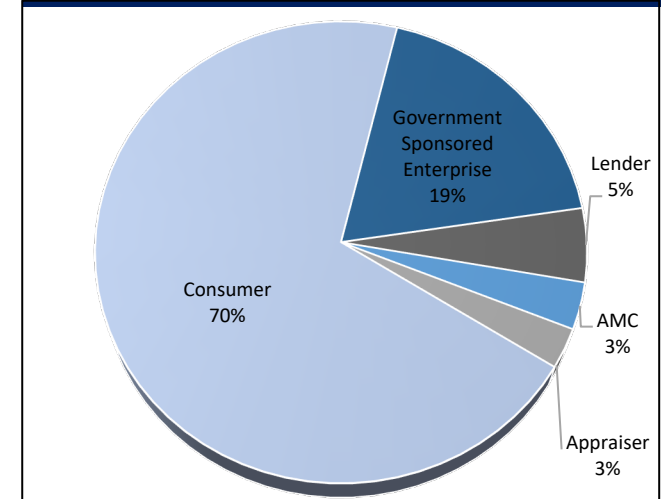
Breakdown by Classification



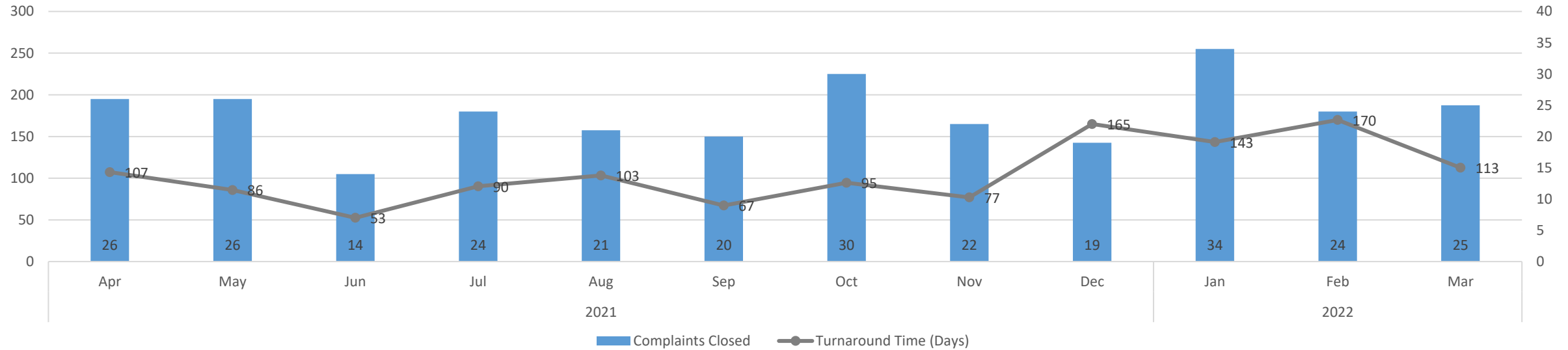
Breakdown by License



Breakdown by Source

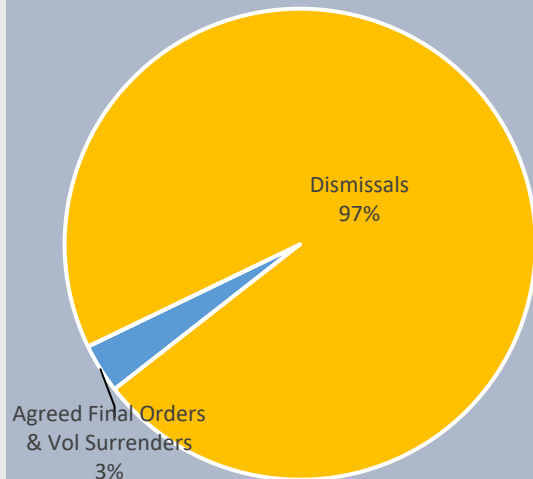


Complaint Resolution

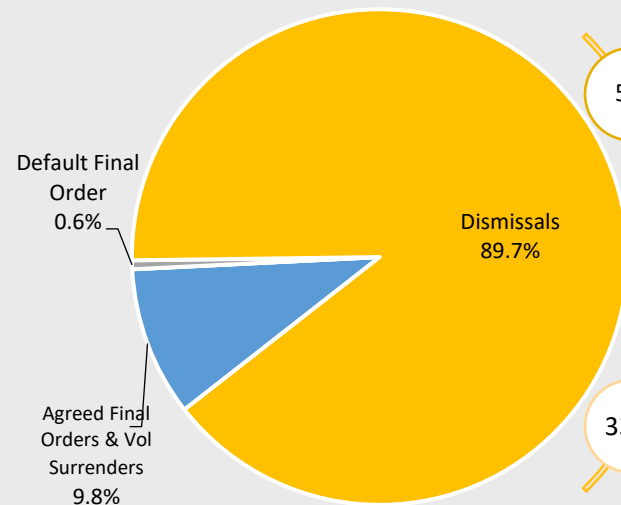


FY21 Complaint Outcome

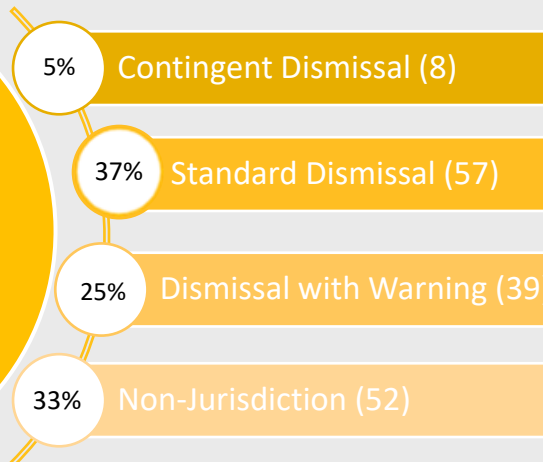
264 Complaints Resolved



FY22 Complaint Outcome



FY22 Dismissal Breakdown



Fiscal Year 2022 Summary

174

Complaint Resolved

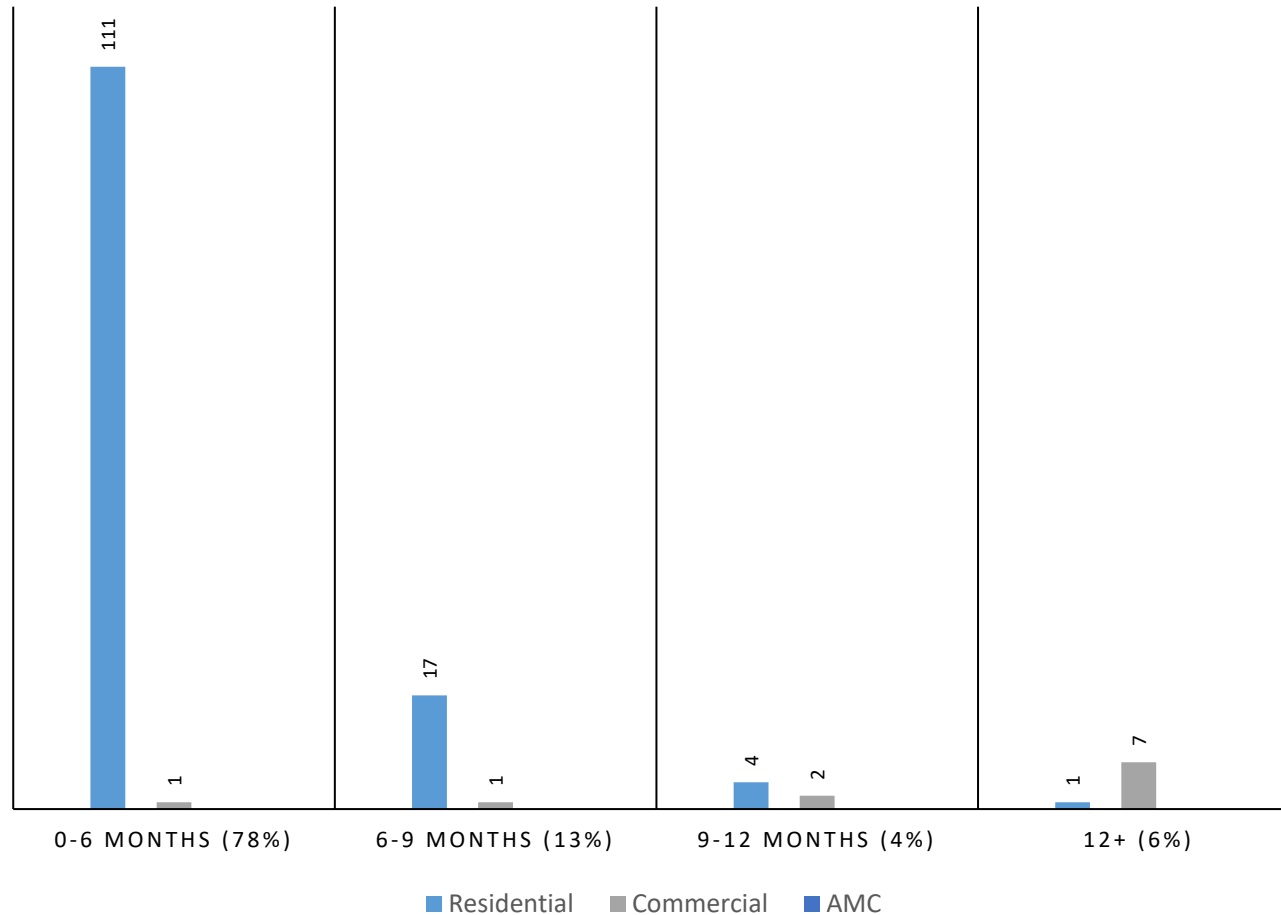
119 Days

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

<1%

License holders receive
discipline

Open Complaint Snapshot



Open Complaint Data

144 Open Complaints

8 Cases Over 1 Year Old

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

- 5 cases abated
- 3 cases are pending SOAH