



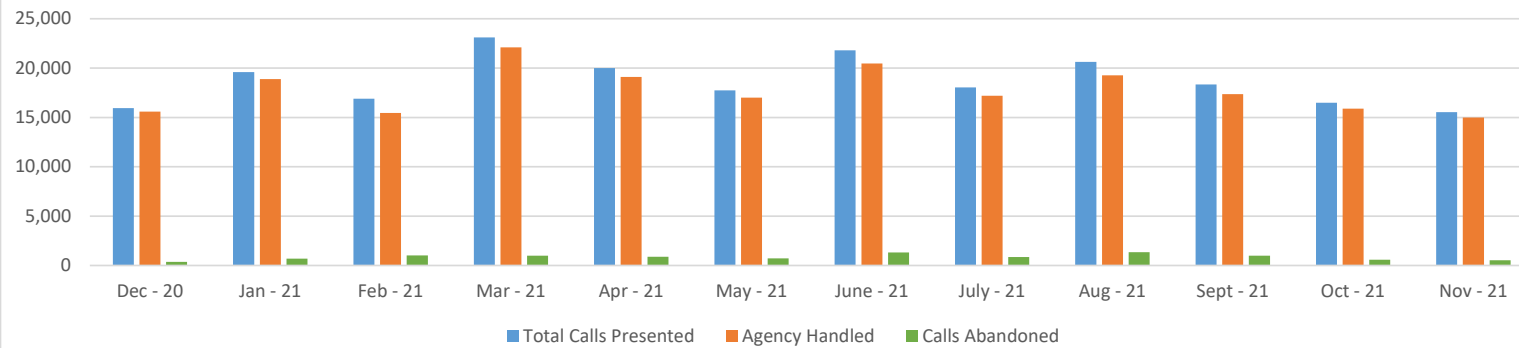
## **Staff Reports for November 2021**

## Customer Relations Division

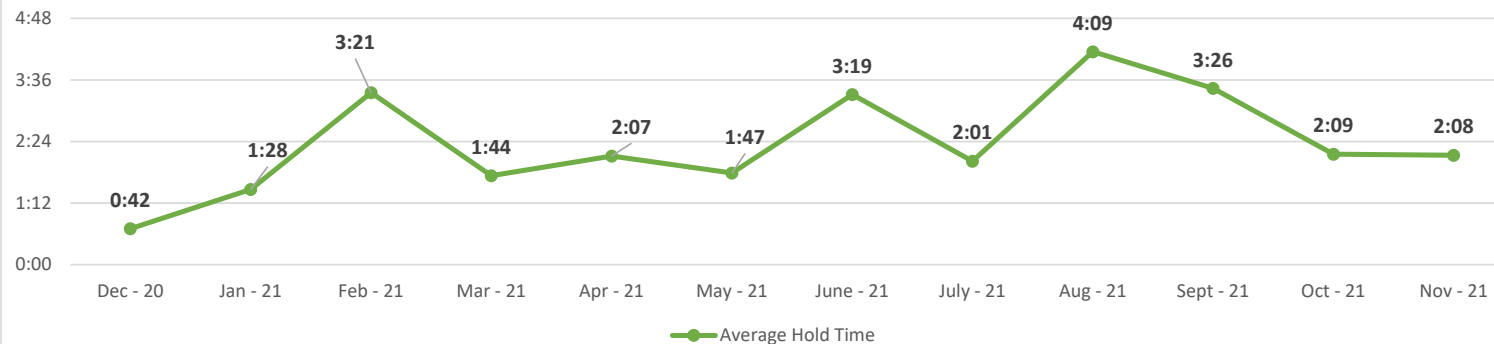
### Incoming Calls

	Dec - 20	Jan - 21	Feb - 21	Mar - 21	Apr - 21	May - 21	June - 21	July - 21	Aug - 21	Sept - 21	Oct - 21	Nov - 21	Totals
Total Calls Presented	15,934	19,581	16,903	23,108	19,996	17,733	21,801	18,051	20,618	18,345	16,486	15,533	224,089
Agency Handled	15,579	18,890	15,442	22,107	19,099	17,002	20,469	17,204	19,266	17,350	15,893	14,997	213,298
Calls Handled Initially	15,429	18,306	14,464	21,418	18,233	16,367	18,702	16,483	17,017	15,554	14,786	14,027	200,786
Calls Handled by Courtesy Callback	140	510	896	629	780	571	1,184	633	1,966	1,546	964	816	10,635
% of Calls handled by Courtesy Callback	0.88%	2.60%	5.30%	2.72%	3.90%	3.22%	5.43%	3.51%	9.54%	8.43%	5.85%	5.25%	4.72%
Calls Re-Directed for Assistance	10	74	82	60	86	64	583	88	283	250	143	154	1,877
Calls Abandoned	355	691	1,010	1,001	874	731	1,331	847	1,352	995	593	536	10,316
% of Abandoned Calls	2.23%	3.53%	5.98%	4.33%	4.37%	4.12%	6.11%	4.69%	6.56%	5.42%	3.60%	3.45%	4.53%
Average Handle Time	5:33	5:21	5:38	5:34	5:38	5:13	5:44	5:44	5:39	5:21	6:15	5:46	5:37
Average Hold Time	0:42	1:28	3:21	1:44	2:07	1:47	3:19	2:01	4:09	3:26	2:09	2:08	2:21

### Calls Presented, Handled, and Abandoned



### Average Hold Time



Emails													
	Dec - 20	Jan. - 21	Feb. - 21	Mar. - 21	Apr. - 21	May. - 21	June - 21	July - 21	Aug - 21	Sept - 21	Oct - 21	Nov - 21	TOTAL
Licensing	3,945	4,879	4,662	5,127	4,483	4,157	4,157	3,964	4,178	3,973	3,587	3,409	50,521
Education	49	53	148	58	56	46	46	32	31	21	49	67	656
Inspector	43	60	113	62	83	83	83	66	74	40	26	26	759
Enforcement	116	532	175	222	181	119	119	102	107	120	89	99	1,981
TALCB Lic	92	89	137	133	145	149	149	149	121	124	86	82	1,456
TALCB Enf	7	7	12	14	11	4	4	19	12	12	13	12	127
Total	4,252	5,620	5,247	5,616	4,959	4,558	4,558	4,332	4,523	4,290	3,856	3,695	55,506
% handled in 1 day	99.18%	95.50%	73.51%	99.18%	96.45%	98.31%	98.31%	94.97%	90.21%	98.25%	99.40%	92.58%	94.65%

TALCB and TREC 1st Quarter Call Comparisons						
	September, 2021		October, 2021		November, 2021	
	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)
Total Calls Presented	1,301	17,044	1,245	15,241	1,116	14,417
Agency Handled	1,241	16,162	1,168	14,725	1,051	13,946
Calls Handled Initially	1,104	14,501	1,067	13,719	978	13,049
Calls Handled by Courtesy Callback	117	1431	82	882	57	759
Calls Re-Directed for Assistance	20	230	19	124	16	138
Calls Abandoned	116	882	77	516	65	471
Hold Times	3:19	3:26	2:17	2:08	1:59	2:09
% of Abandoned Calls	8.92%	5.17%	6.18%	3.39%	5.82%	3.27%
% of Callbacks	8.99%	8.40%	6.59%	5.79%	6.59%	5.26%
% of all calls	7.09%	92.91%	7.55%	92.45%	7.18%	98.12%

Education & Examination Services
TALCB Provider and Course Applications

Fiscal Year 2022	
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**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD**  
**ACTIVE CERTIFICATIONS AND LICENSES**  
**November 2021**

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
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
September 2021										
Inactive Appraisers		GENERAL 50	RESIDENTIAL 51	LICENSE 17	TOTAL 118		TRAINEE 102		TOTAL 220	
Out-of-State Temporary Registrations:									126	
Total All License Holders:									6,943	

**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD**  
**APPRAISAL MANAGEMENT COMPANY REGISTRATIONS**  
**November 2021**

<b>FISCAL YEAR</b>	<b>MONTH</b>	<b>Total Apps Received</b>	<b>Total AMC Registrations Issued</b>	<b>Total AMC Renewals Issued</b>
<b>2014 - Total</b>				
		12	13	138
<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	14	107
<b>2021</b>	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
<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
Registrations issued from March 2012 to Nov 2021			301	
Registrations Expired > 6 months as of Nov 2021			-80	
Registrations Expired < 6 months as of Nov 2021			-1	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Re-Issued > 6 months after expiration date			-7	
<b>TOTAL AMC REGISTRATIONS</b>			<b>180</b>	

## Licensing Division - TALCB

### Applications Received and Renewal Activity

#### Fiscal Year 2022 - Year-to-Date Comparison

November

<b><i>Original Applications Received</i></b>	<b>Sept 2020 - Nov 2020</b>	<b>Sep 2021 - Nov 2021</b>	<b>Variance</b>	<b>Percent</b>
Certified General Applications	31	39	8	25.81%
Certified Residential Applications	41	73	32	78.05%
Licensed Residential Applications	38	58	20	52.63%
Appraiser Trainee Applications	196	262	66	33.67%
Non-Residential Temporary Applications	55	48	-7	-12.73%
<b><i>Total Original Applications</i></b>	<b>361</b>	<b>480</b>	<b>119</b>	<b>32.96%</b>

<i><b>Renewal Activity</b></i>	<b>% Renewed FY21</b>	<b>% Renewed FY22</b>		<b>Variance</b>	<b>Percent</b>	
Certified General Renewals	248	84.35%	184	84.79%	-64	-25.81%
Certified Residential Renewals	243	90.33%	252	92.31%	9	3.70%
Licensed Residential Renewals	47	77.05%	45	75.00%	-2	-4.26%
Appraiser Trainee Renewals	61	44.20%	56	56.00%	-5	-8.20%

## Licensing Division

### Average Number of Calendar Days to Issue a License

**November 2021**

#### Real Estate Appraiser Applications

	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21
Certified General Appraiser	12.88	5.84	3.51	6.00	5.28	6.92	9.28	7.54	5.85	3.60	1.52	3.27	3.25
<i>Number of Applications Received</i>	<i>10</i>	<i>9</i>	<i>16</i>	<i>18</i>	<i>16</i>	<i>18</i>	<i>12</i>	<i>11</i>	<i>9</i>	<i>13</i>	<i>13</i>	<i>16</i>	<i>10</i>
Certified Residential Appraiser	11.17	6.54	6.20	8.29	10.36	13.16	11.17	9.48	7.96	4.89	3.04	4.81	4.01
<i>Number of Applications Received</i>	<i>15</i>	<i>21</i>	<i>15</i>	<i>16</i>	<i>24</i>	<i>25</i>	<i>20</i>	<i>17</i>	<i>19</i>	<i>13</i>	<i>25</i>	<i>29</i>	<i>19</i>
Licensed Residential Appraiser	8.26	4.91	5.03	12.22	12.54	13.10	14.21	8.69	8.24	4.26	3.51	4.40	5.02
<i>Number of Applications Received</i>	<i>13</i>	<i>10</i>	<i>16</i>	<i>16</i>	<i>16</i>	<i>14</i>	<i>16</i>	<i>18</i>	<i>18</i>	<i>23</i>	<i>25</i>	<i>17</i>	<i>16</i>
Appraiser Trainee	9.33	9.87	8.24	9.18	10.47	7.70	5.89	4.21	2.84	3.44	2.77	3.51	2.79
<i>Number of Applications Received</i>	<i>59</i>	<i>58</i>	<i>85</i>	<i>52</i>	<i>81</i>	<i>96</i>	<i>63</i>	<i>86</i>	<i>82</i>	<i>77</i>	<i>98</i>	<i>81</i>	<i>90</i>
Temporary Non-Resident Appraiser	2.38	2.09	1.78	1.86	1.44	1.77	1.34	1.19	2.03	0.86	0.86	0.59	1.38
<i>Number of Applications Received</i>	<i>17</i>	<i>16</i>	<i>16</i>	<i>13</i>	<i>22</i>	<i>12</i>	<i>15</i>	<i>25</i>	<i>21</i>	<i>29</i>	<i>17</i>	<i>18</i>	<i>13</i>

#### Appraisal Management Company Applications

	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21
Appraisal Management Company	3.42	0.41	1.45	6.61	n/a	n/a	n/a	1.38	1.55	6.47	3.89	2.44	1.45
	<i>1</i>	<i>2</i>	<i>3</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>4</i>	<i>0</i>	<i>2</i>	<i>2</i>	<i>2</i>



## Information & Technology Division

### Electronic Information Outlet Statistics

**November 2021**

<b>Website</b>	<b>Current Month</b>	<b>FYTD Total</b>	<b>Prior FYTD Total</b>
Total Pages Viewed	64,869	218,548	196,440
Total Monthly Unique Visits	21,456	65,883	62,904

<b>Online Transactions</b>	<b>Total</b>	<b>Online</b>	<b>Online Percent</b>	<b>FYTD Online Percent</b>	<b>Prior FYTD Percent</b>
<b>Applications</b>	<b>69</b>	<b>50</b>	<b>72.5%</b>	<b>74.7%</b>	<b>65.5%</b>
AMC	2	0	0.0%	0.0%	75.0%
Certified General Appraiser	6	2	33.3%	30.4%	11.1%
Certified Residential Appraiser	13	8	61.5%	48.7%	42.4%
State Licensed Appraiser	10	6	60.0%	65.4%	76.9%
Appraiser Trainee	38	34	89.5%	91.4%	87.7%
<b>Renewals</b>	<b>228</b>	<b>224</b>	<b>98.2%</b>	<b>98.0%</b>	<b>93.2%</b>
AMC	4	4	100.0%	100.0%	100.0%
Certified General Appraiser	104	101	97.1%	97.4%	93.2%
Certified Residential Appraiser	87	86	98.9%	97.8%	95.7%
State Licensed Appraiser	18	18	100.0%	98.0%	83.0%
Appraiser Trainee	15	15	100.0%	100.0%	91.7%
<b>AMC Panel Transactions</b>	<b>896</b>	<b>896</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Additions	803	803	100.0%	100.0%	100.0%
Removals	93	93	100.0%	100.0%	100.0%

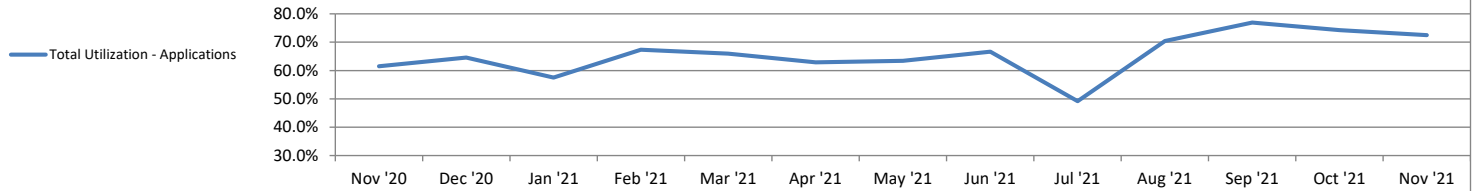
## Information & Technology Division

### Electronic Information Outlet Statistics

#### November 2021

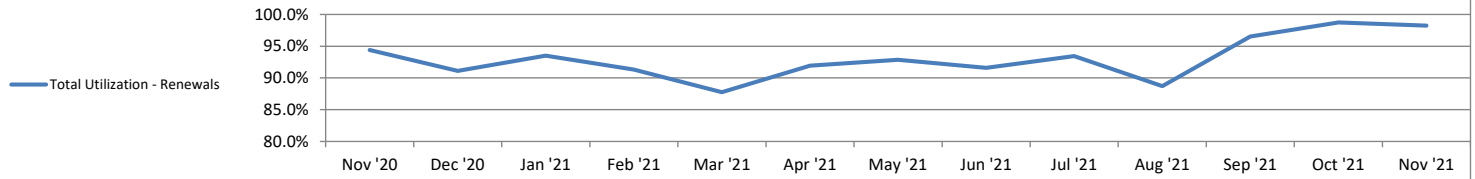
Applications	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21	Aug '21	Sep '21	Oct '21	Nov '21
AMC	100.0%	N/A	N/A	100.0%	N/A	0.0%	50.0%	50.0%	66.7%	100.0%	0.0%	0.0%	0.0%
Certified General Appraiser	50.0%	37.5%	50.0%	57.1%	37.5%	33.3%	25.0%	55.6%	18.8%	27.3%	44.4%	12.5%	33.3%
Certified Residential Appraiser	36.4%	37.5%	20.0%	60.0%	54.5%	50.0%	50.0%	37.5%	16.7%	63.6%	50.0%	35.7%	61.5%
State Licensed Appraiser	50.0%	75.0%	33.3%	62.5%	50.0%	50.0%	80.0%	50.0%	0.0%	25.0%	62.5%	75.0%	60.0%
Appraiser Trainee	82.4%	78.6%	70.4%	73.9%	80.8%	80.0%	80.0%	90.0%	82.1%	86.4%	91.7%	92.3%	89.5%
<b>Total Utilization - Applications</b>	<b>61.5%</b>	<b>64.6%</b>	<b>57.5%</b>	<b>67.3%</b>	<b>66.0%</b>	<b>62.9%</b>	<b>63.4%</b>	<b>66.7%</b>	<b>49.2%</b>	<b>70.4%</b>	<b>76.9%</b>	<b>74.2%</b>	<b>72.5%</b>

#### Utilization Online Application Services



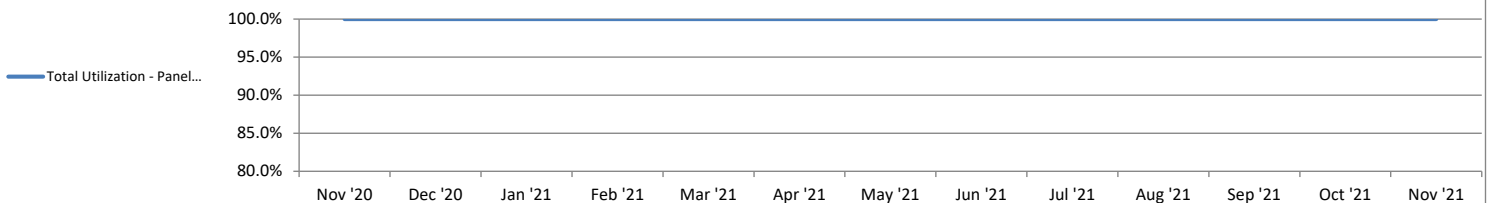
Renewals	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21	Aug '21	Sep '21	Oct '21	Nov '21
AMC	0.0%	100.0%	100.0%	75.0%	75.0%	100.0%	64.3%	80.4%	93.1%	93.8%	100.0%	100.0%	100.0%
Certified General Appraiser	90.1%	91.3%	88.7%	85.7%	85.9%	94.3%	98.4%	92.1%	93.2%	90.5%	95.7%	98.8%	97.1%
Certified Residential Appraiser	98.8%	93.1%	96.8%	85.7%	93.8%	91.5%	93.5%	99.2%	96.9%	96.9%	96.3%	98.1%	98.0%
State Licensed Appraiser	95.0%	70.6%	100.0%	93.8%	92.9%	90.9%	93.8%	94.1%	85.7%	100.0%	94.7%	100.0%	100.0%
Appraiser Trainee	100.0%	100.0%	94.4%	84.2%	68.4%	87.0%	91.7%	75.0%	88.9%	94.3%	100.0%	100.0%	100.0%
<b>Total Utilization - Renewals</b>	<b>94.4%</b>	<b>91.1%</b>	<b>93.5%</b>	<b>91.3%</b>	<b>87.8%</b>	<b>91.9%</b>	<b>92.9%</b>	<b>91.6%</b>	<b>93.4%</b>	<b>88.7%</b>	<b>96.5%</b>	<b>98.7%</b>	<b>98.2%</b>

#### Utilization Online Renewal Services



Panel Management Tool	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21	Aug '21	Sep '21	Oct '21	Nov '21
AMC Panel Invitations	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AMC Panel Removals	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Total Utilization - Panel Management</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

#### Utilization Online Panel Management Tool



**Financial Services Division**  
**TALCB Budget Status Report**  
**November 2021 - Fiscal Year 2022**

Expenditure Category	Beginning Balance FY2022	Expenditures	Remaining Balance	Budget % Remaining	9/12 = 75% 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)		
<b>Available balance within Texas Treasury Safekeeping Trust</b>	<b>\$1,720,926</b>		<b>\$1,430,747</b>		remaining available budget to consider to balance FY2022 budget
Salaries & Wages	\$1,173,582	\$256,182	\$917,400	78.2%	
Other Personnel Costs	458,390	86,752	\$371,638	81.1%	
Professional Services	63,648	40,914	\$22,734	35.7%	Luna Data - Computer consultant services
Consumables	2,000	14	\$1,986	99.3%	
Utilities	239	0	\$239	100.0%	
Travel	27,000	7,564	\$19,436	72.0%	
Rent - Building - Other	26,473	2	\$26,471	100.0%	Lease payment to be paid in December.
Rent - Equipment	12,096	306	\$11,790	97.5%	
Other Operating Expense	77,247	15,539	\$61,708	79.9%	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
<b>Subtotal -Operations Expenditures</b>	<b>1,840,675</b>	<b>407,272</b>	<b>1,433,403</b>	<b>77.9%</b>	
DPS Criminal History Background Checks	250	0	250	100.0%	
Statewide Cost Allocation Plan (SWCAP)	23,754	0	23,754	100.0%	Indirect costs charged by the state
Contribution to General Revenue	22,500	5,625	16,875	75.0%	allocated monthly until 8/31/2022; actual payment amount made to General Revenue fund
<b>Subtotal - Nonoperational Expenditures</b>	<b>46,504</b>	<b>5,625</b>	<b>40,879</b>	<b>87.9%</b>	
<b>Total Expenditures and GR Contribution</b>	<b>1,887,179</b>	<b>412,897</b>	<b>1,474,282</b>	<b>78.1%</b>	
Revenue	FY2022 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,460,149	\$378,383	\$1,081,767	74.1%	403 total applications & 681 total renewals
AMCs	805,087	116,740	\$688,347	85.5%	6 new AMCs, 16 AMC renewals, 6,444 of panelist activities
ACE Program Revenue	42,460	5,655	\$36,805	86.7%	1 new ACE providers, 10 renewals from ACE Providers, 20 CE Class Renewals AQB/Other State, 27 AQB approved courses
Examination fees	2,668	1,310	\$1,358	50.9%	Pearson Vue exam fees-1310 exams taken
Other Miscellaneous Revenue	25,456	19,995	\$5,461	21.5%	29 Appraiser Trainee experience reviews, 5 ACE extension requests, Interest earned
TALCB ASC grant	0	39,216	(\$39,216)	0.0%	ASC grant to develop Complaint portal
<b>Total Revenue</b>	<b>\$2,335,820</b>	<b>\$561,299</b>	<b>\$1,774,521</b>	<b>76.0%</b>	
<b>Operating Gains/ Losses</b>	<b>\$448,641</b>	<b>\$148,401</b>	<b>\$597,042</b>	<b>133.1%</b>	
<b>Restricted Education Reserve Fund Carryforward</b> <b>\$37,537</b>					
<b>Revenue Over/(Under) Expenditures &amp; Transfers</b>	<b>\$2,207,104</b>	<b>\$148,401</b>	<b>\$1,730,987</b>		

# Financial Services Division

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

November 2021

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	128,127.44	(193.17)	127,934.27	1,024.62	U.S. T-Notes, 1.75	06/15/2022
09/15/2021	985,800.00	999,780.68	997,621.90	(1,424.79)	996,197.11	3,145.30	U.S. T-Notes, 1.500	09/15/2022
<b>Totals</b>	<b>\$ 1,112,600.00</b>	<b>\$ 1,128,697.89</b>	<b>\$ 1,125,749.34</b>	<b>\$ (1,617.96)</b>	<b>\$ 1,124,131.38</b>	<b>\$ 4,169.92</b>		

### Monthly Activity

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

Beginning Cash Available Balance

\$ 1,159,055.02

Current Month Receipts

\$ 198,821.90

Current Month Disbursements

\$ (149,771.32)

**Total Cash**

**\$ 1,208,105.60**

**Investment Ending Market Value**

**1,124,131.38**

**Total Account Balance**

**2,332,236.98**

**Operating Reserves**

**(652,638.00)**

**Ending Balance Available for Operations**

**\$ 1,679,598.98**

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

*Oretha Trice*

Oretha Trice, Alternate Investment Officer

## Financial Services Division

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

**November 2021**

		<u><b>Monthly Activity</b></u>		
		Beginning Balance	Current Month	Cumulative Totals
<b>Beginning Balance</b>	\$	37,538.19		
<b>Current Month Receipts</b>				
		Admin Penalties	\$ 0.00	
		Interest Earned	0.55	
<b>Current Month Disbursements</b>			\$ 0.00	
	<b>Total Cash</b>		\$	<b>37,538.74</b>
	Reserved for Education Development			<b>(37,538.74)</b>
	<b>Balance</b>		\$	<b>0.00</b>

# Enforcement Division

Current November 30, 2021



**13 Days Faster**

Compared to FY '21

Complaint Resolution



**8 Days Slower**

Compared to FY '21

Residential Audit Turnaround



**6 Days Slower**

Compared to FY '21

Commercial Audit Turnaround

# FY22 Incoming Complaints

FY2021

301 Complaints  
263 Respondents

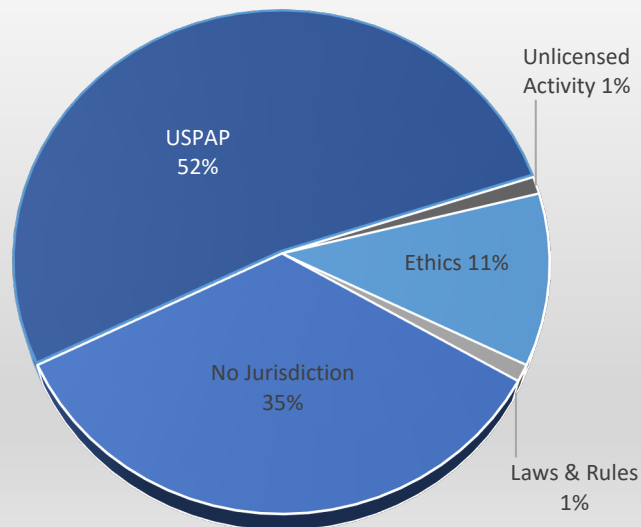
FY2022

90 Complaints  
83 Respondents

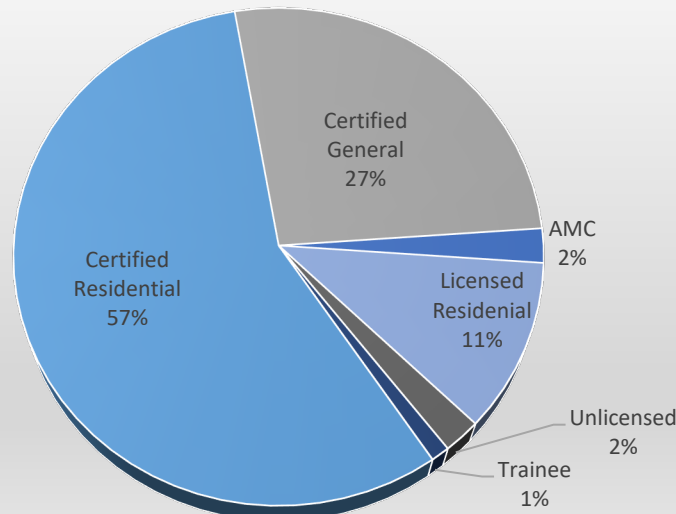
>1%

License holders received a complaint in FY22

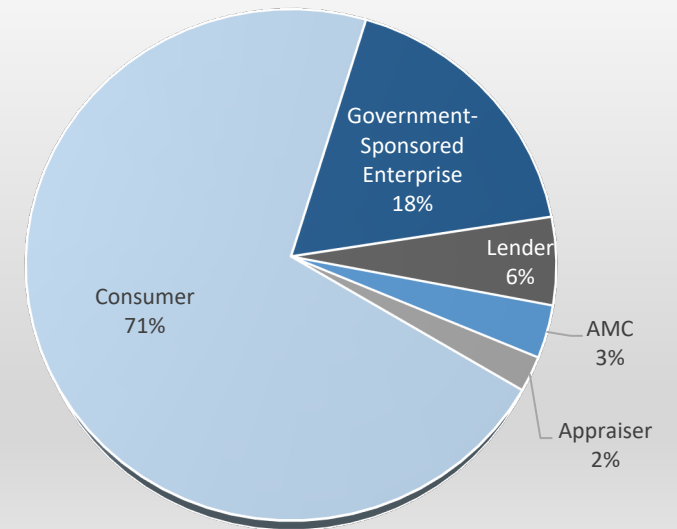
Breakdown by Classification



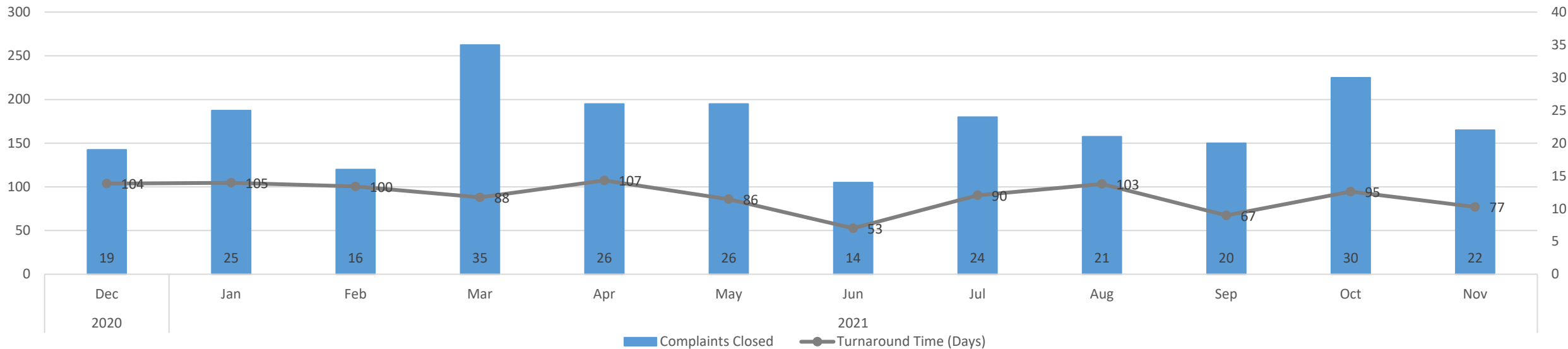
Breakdown by License



Breakdown by Source

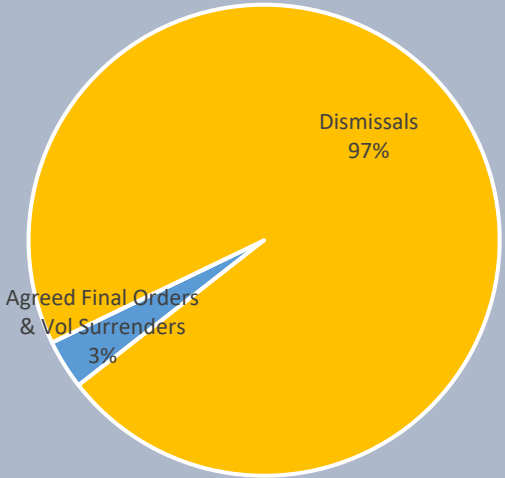


# Complaint Resolution

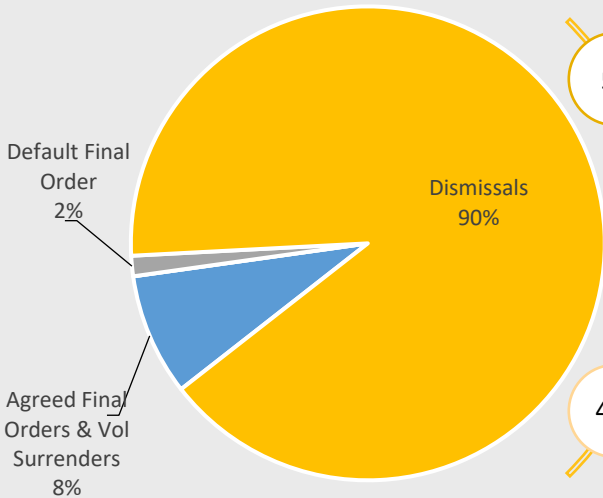


## FY21 Complaint Outcome

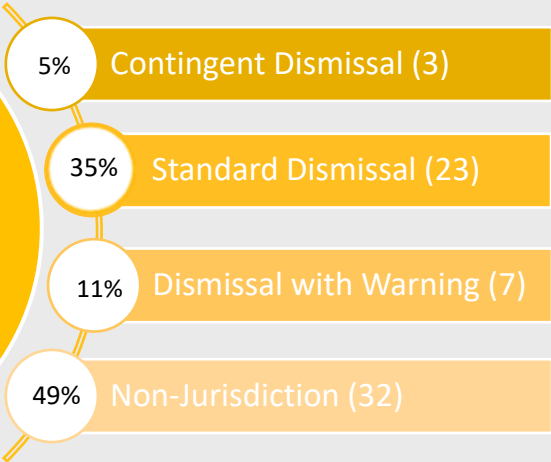
264 Complaints Resolved



## FY22 Complaint Outcome



## FY22 Dismissal Breakdown

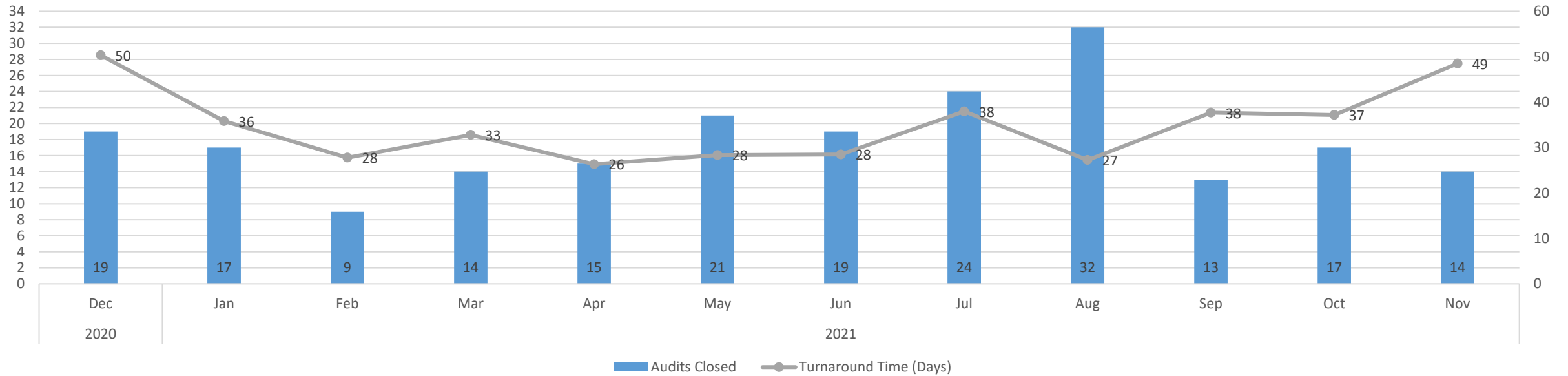


FY2022

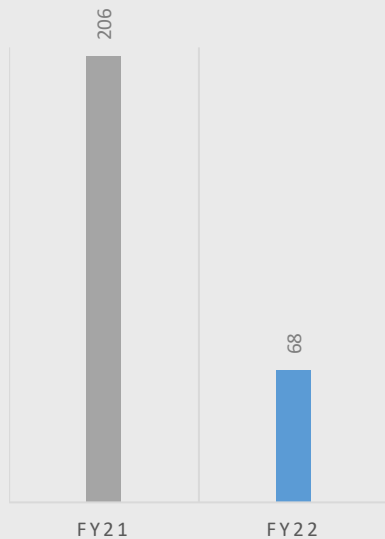
72	Complaint Resolved
82	Average turnaround time (days)
0	Complaints Litigated
NA	Success Rate
<1%	License holders receiving discipline



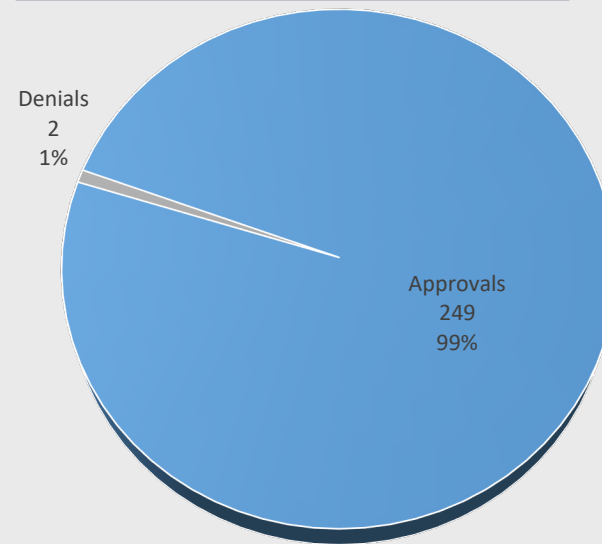
# Residential Experience Audits



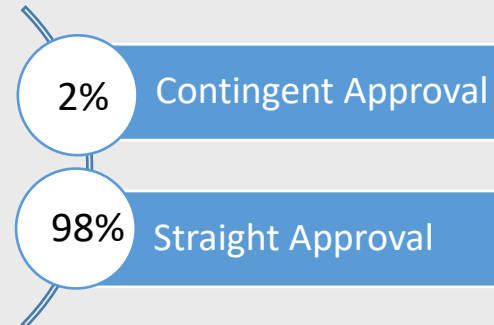
## Incoming Residential Audits



## FY21 - 22 Residential Audit Outcome



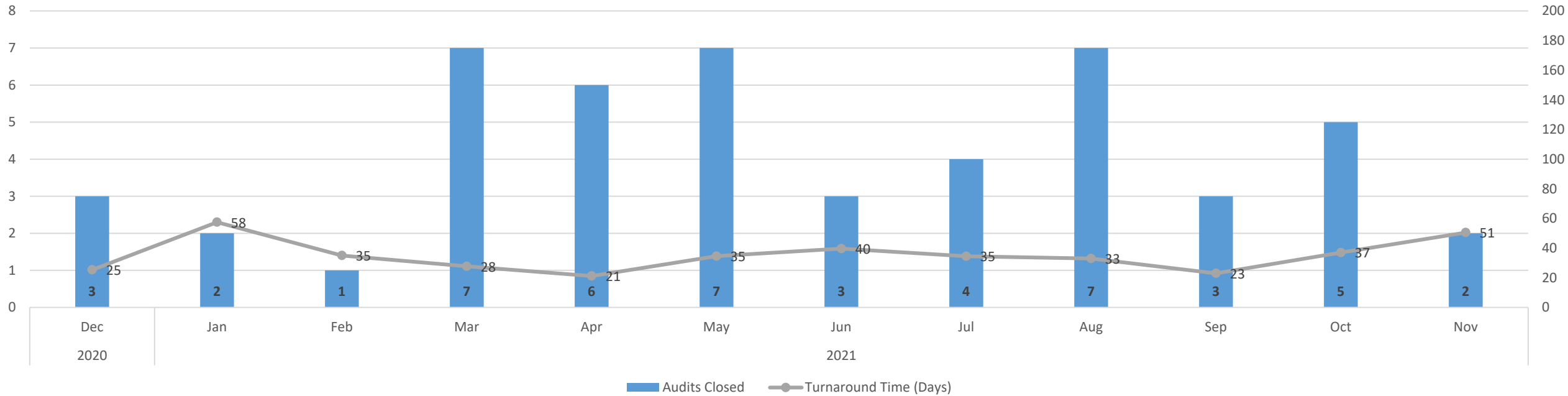
## FY21- 22 Residential Approval Breakdown



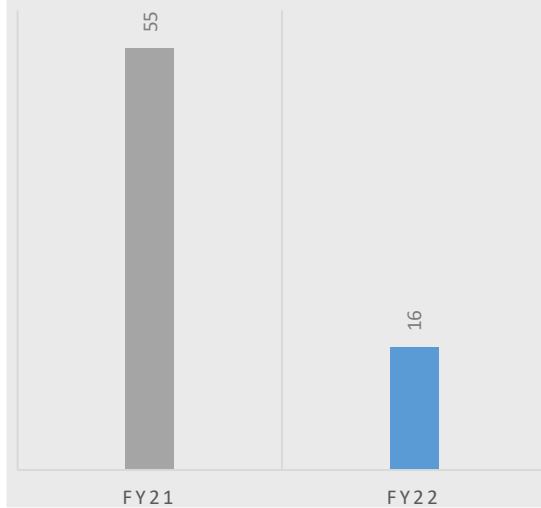
## FY22 Residential Processing Data

41 Days | Average Turnaround Time  
44 | Total Audits Closed

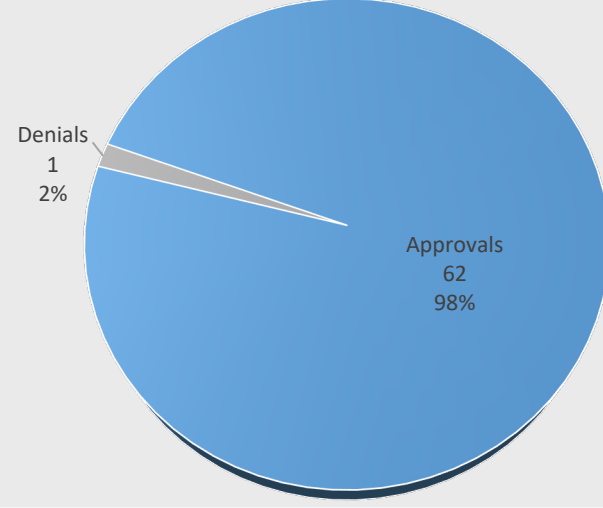
# Commercial Experience Audits



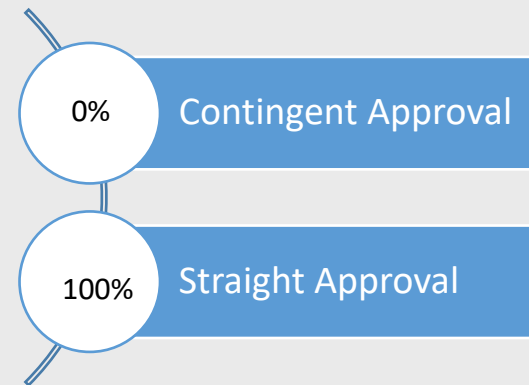
## Incoming Commercial Audits



## FY21 - 22 Commercial Audit Outcome



## FY21 - 22 Commercial Approval Breakdown



## FY22 Commercial Processing Data

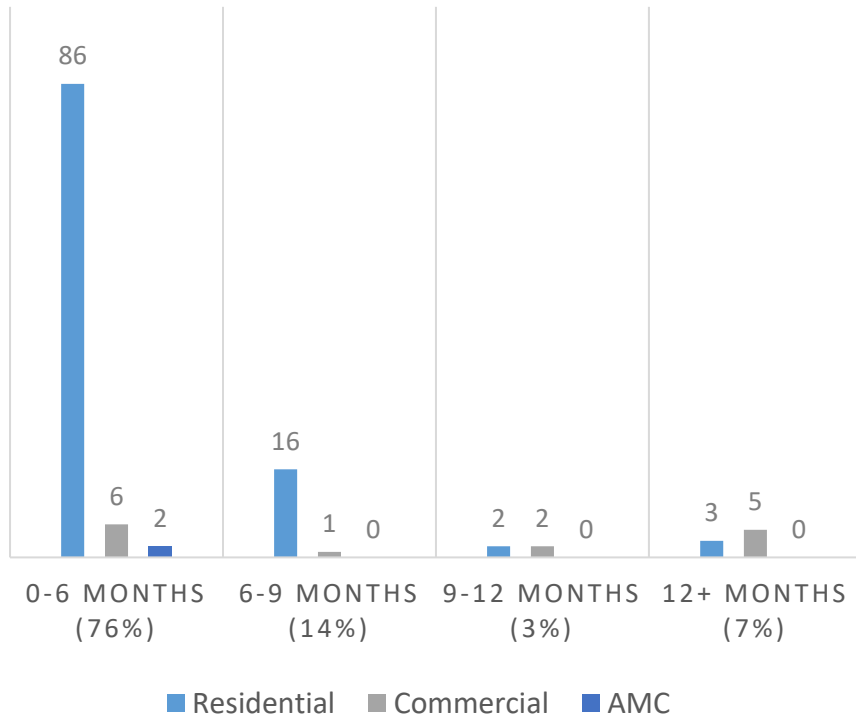
36 Days	Average Turnaround Time
10	Total Audits Closed

# Open Cases Snapshot View



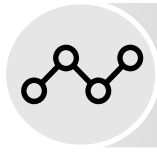
There are currently 123 open complaints.

## COMPLAINTS



**There are 8 cases over 1 year old**

- 4 cases abated
- 3 cases are pending a SOAH
- 1 case in negotiations (multiple complaints)



There are currently 60 open experience audits

## EXPERIENCE AUDITS

