



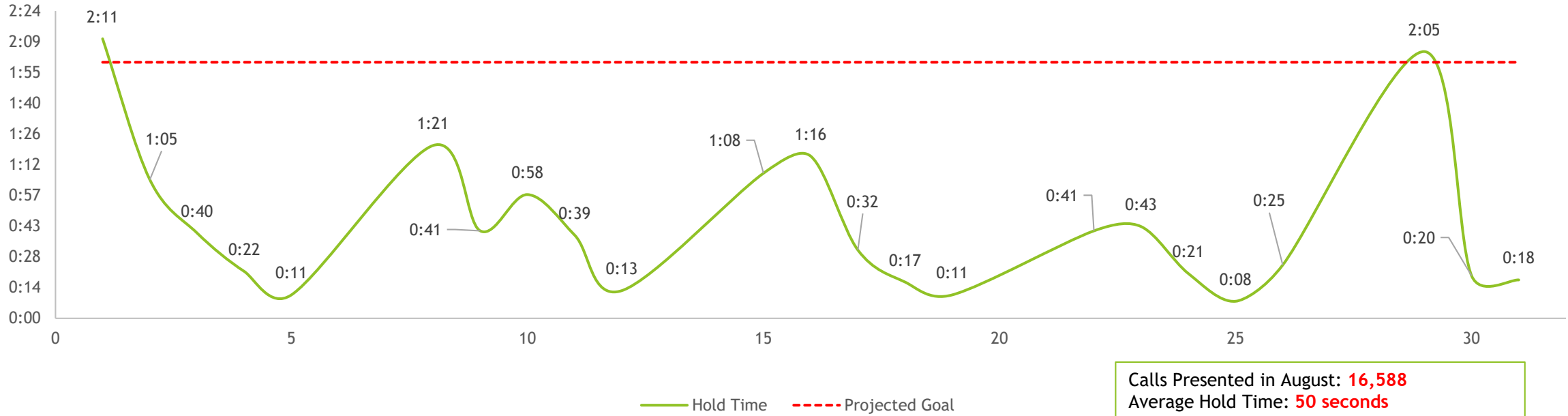
Staff Reports for August 2022

Customer Relations Division

August, 2022 Monthly Report

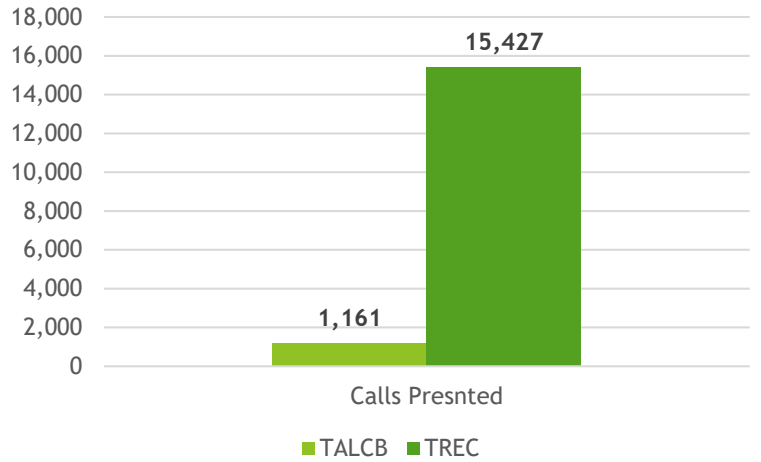


August, 2022 Hold Time per Day



Calls Presented in August: **16,588**
 Average Hold Time: **50 seconds**
 Customer Service Representatives: **23**
23 Working Days in the Month
 - 21 days below 2 minute hold time (91%)
 - 2 days above 2 minute target (9%)

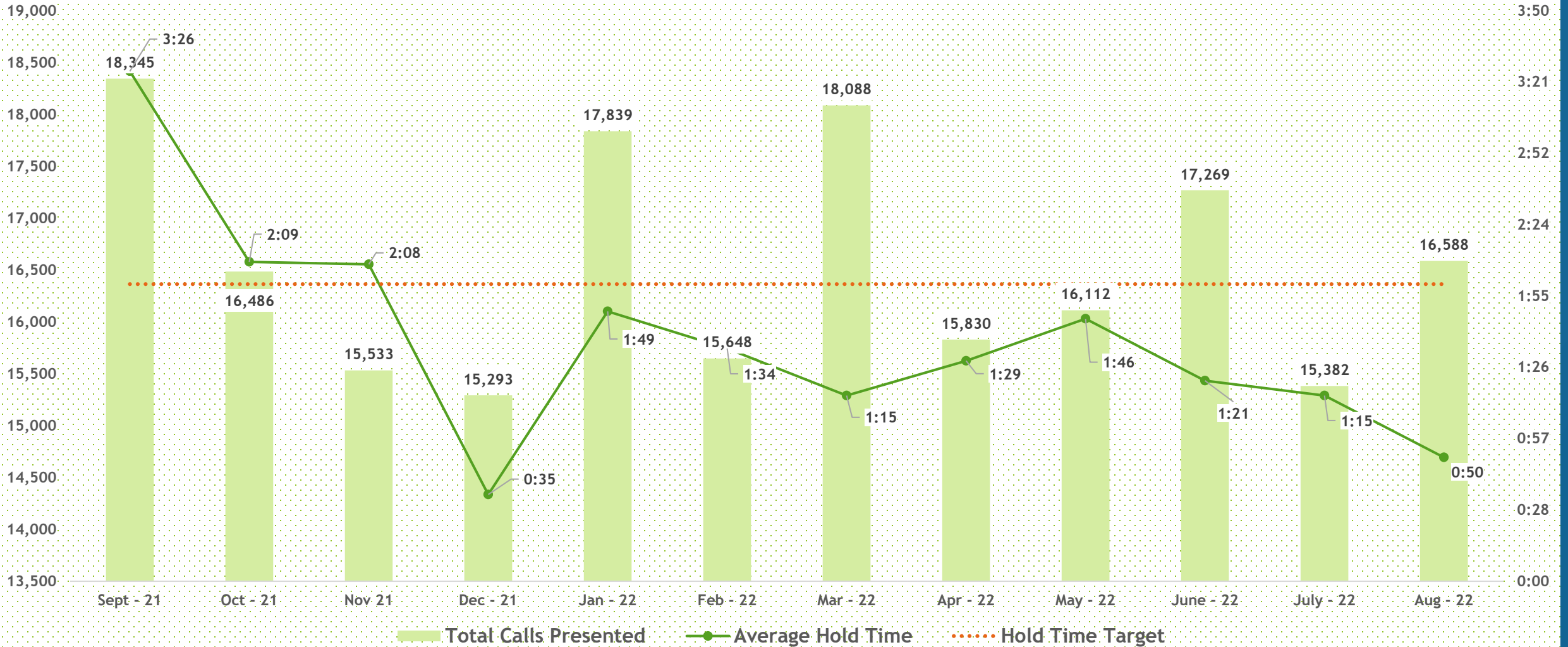
August, 2022



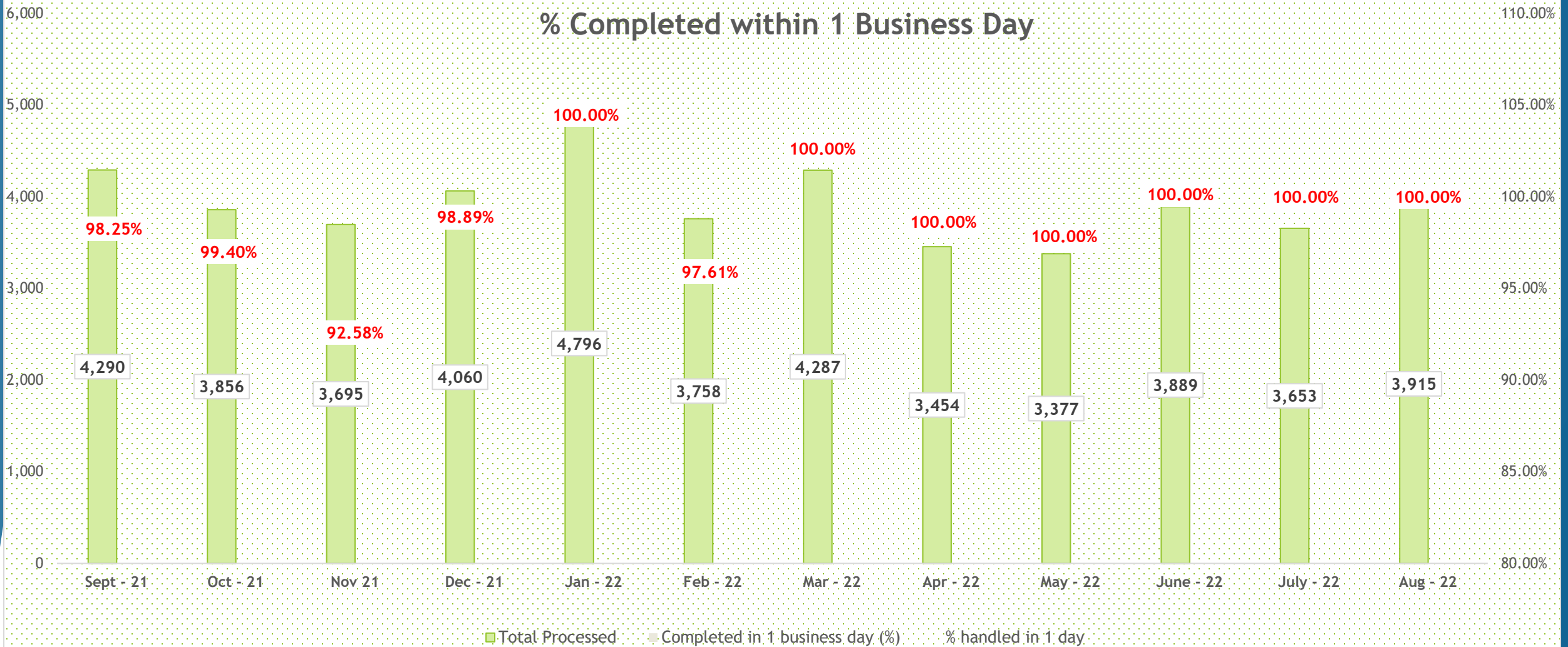
TALCB - 1,161 Calls (6.66%) 30 second hold time
TREC - 15,427 Calls (93.34%) 51 second hold time



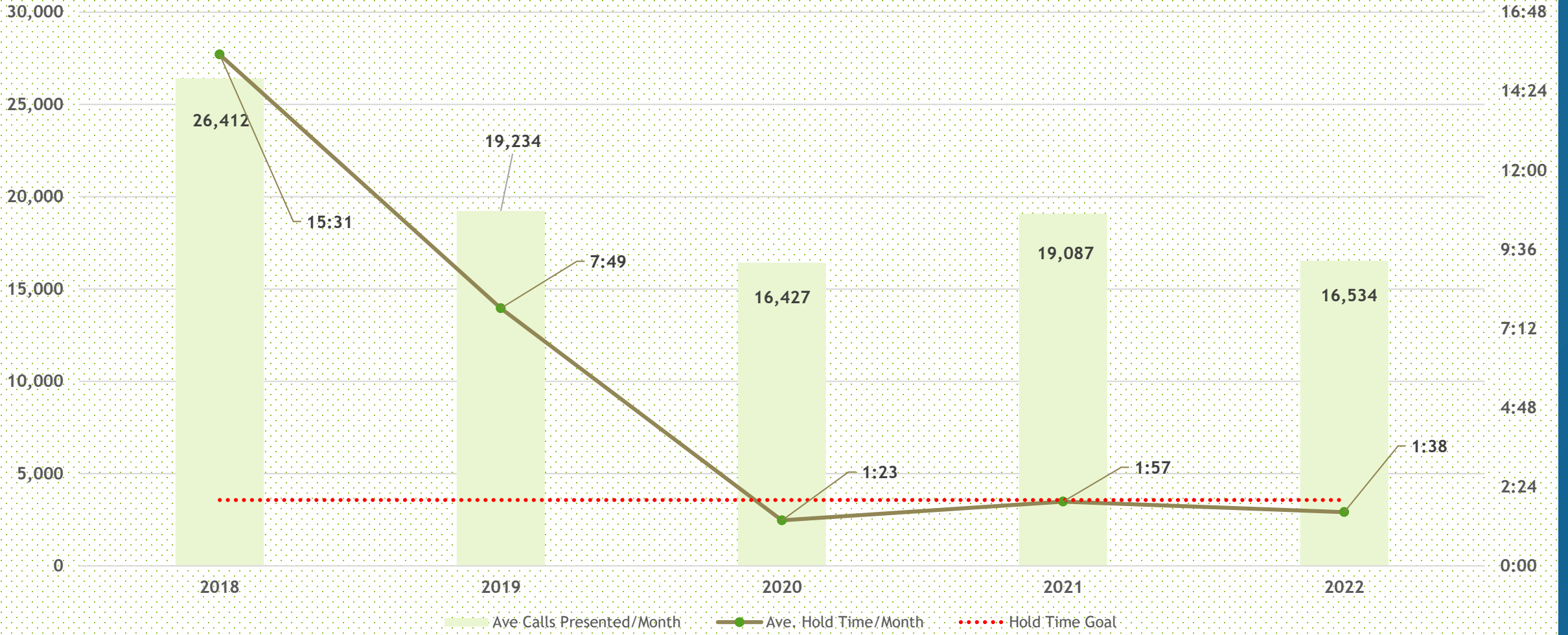
Last 12 Months Calls Presented vs. Hold Time



Last 12 Months Emails Processed and % Completed within 1 Business Day



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



TALCB Education Report

August 2022



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	0	1	0	0	0	4
Renewal ACE Provider	5	2	2	3	2	1	1	0	0	0	0	0	16
Initial ACE Elective Course	17	20	8	15	9	22	22	14	8	24	25	16	200
Classroom Delivery	13	18	6	6	5	18	16	9	7	17	17	12	144
Online Delivery	4	2	2	9	4	4	6	5	1	7	8	4	56
Renewal ACE Elective Course	15	4	5	7	8	5	6	19	11	11	5	1	97
Classroom Delivery	8	0	0	2	1	3	3	5	3	5	1	0	31
Online Delivery	7	4	5	5	7	2	3	14	8	6	4	1	66
Qualifying Course Acceptance	2	3	1	5	2	5	5	5	1	1	0	2	32
Classroom Delivery	0	3	0	3	1	3	3	1	0	1	0	0	15
Online Delivery	2	0	1	2	1	2	2	4	1	0	0	2	17
Total Applications Received	39	31	16	30	21	33	35	38	21	36	30	19	349
	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	0	1	1	0	0	4
Renewal ACE Provider	3	2	2	1	2	1	2	2	0	0	1	0	16
Initial ACE Elective Course	19	13	10	19	6	19	15	17	2	12	22	28	182
Classroom Delivery	12	11	8	9	4	15	13	14	1	8	15	19	129
Online Delivery	7	2	2	10	2	4	2	3	1	4	7	9	53
Renewal ACE Elective Course	11	5	5	10	7	5	5	15	10	9	9	4	95
Classroom Delivery	7	1	0	2	1	3	2	6	2	1	4	1	30
Online Delivery	4	4	5	8	6	2	3	9	8	8	5	3	65
Qualifying Course Acceptance	1	4	1	4	3	8	7	5	2	8	3	3	49
Classroom Delivery	0	3	1	1	3	4	5	2	1	1	0	1	22
Online Delivery	1	1	0	3	0	4	2	3	1	7	3	2	27
Total Applications Approved	34	25	19	34	18	33	29	39	15	30	35	35	346

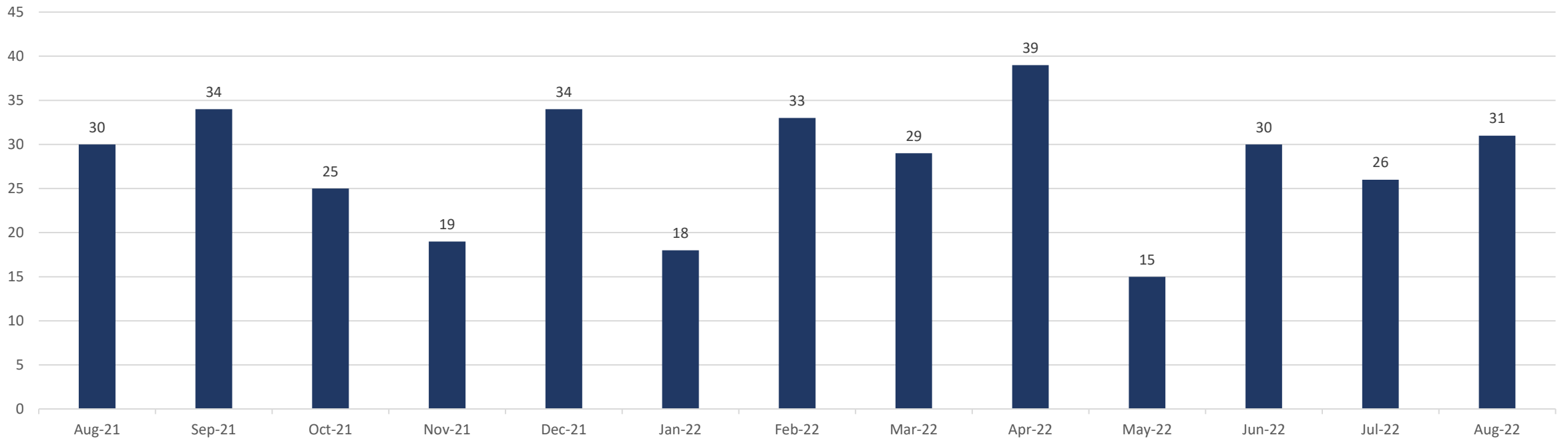
Education & Examinations Division

TALCB Applications Approved 13-Month Comparison

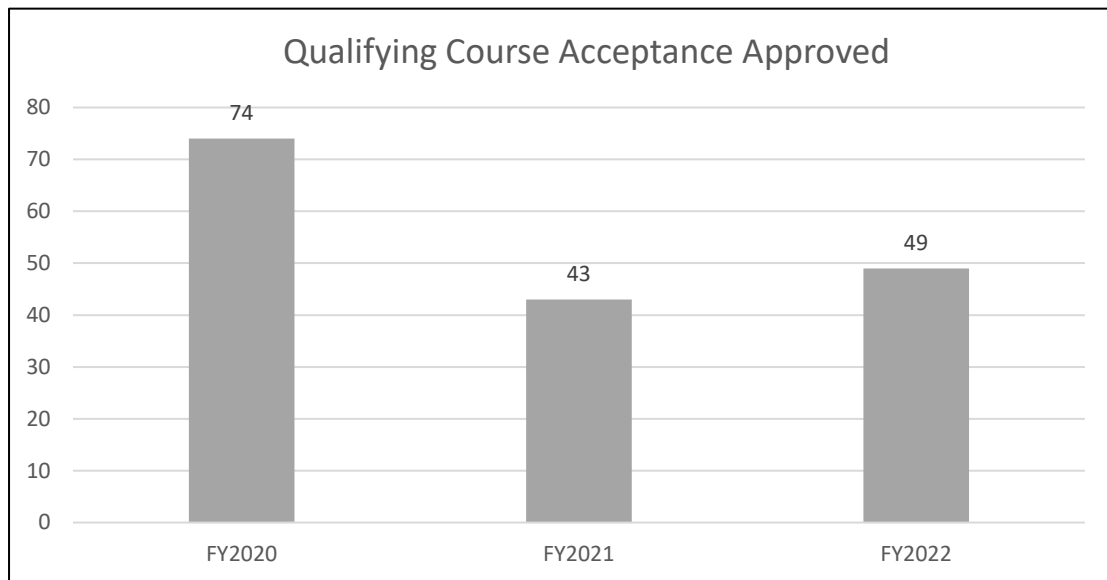
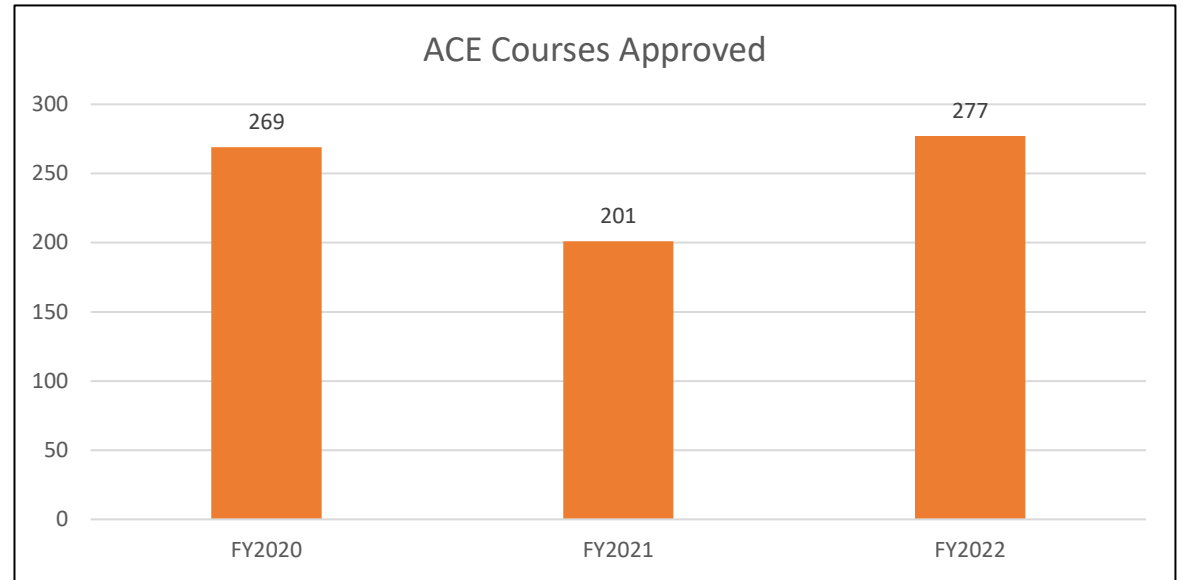
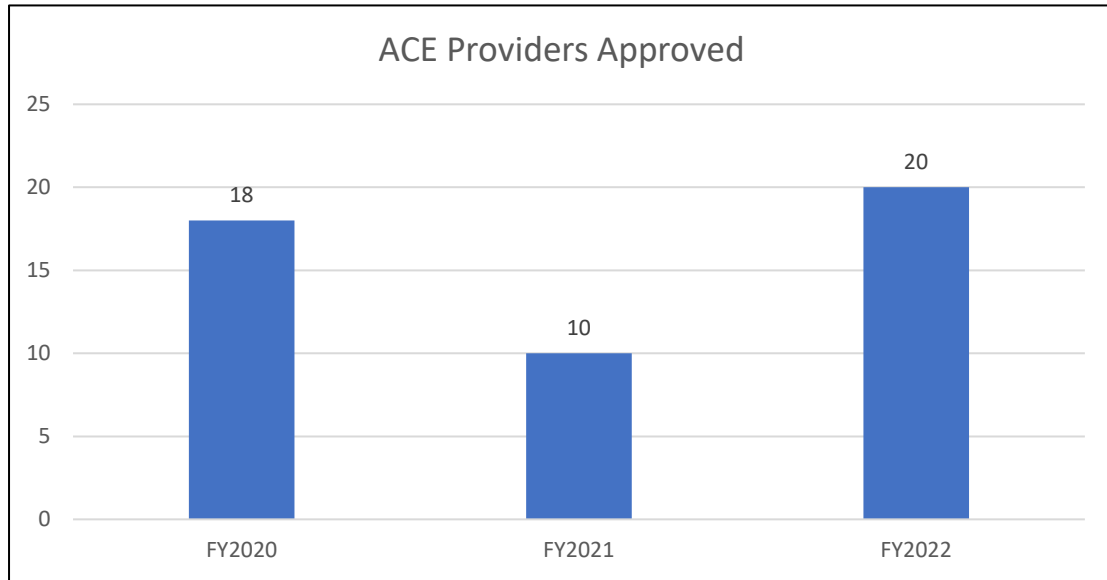
	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22
Initial ACE Provider	1	0	1	1	0	0	0	0	0	1	1	0	0
Renewal ACE Provider	5	3	2	2	1	2	1	2	2	0	0	1	0
All ACE Provider Applications	6	3	3	3	1	2	1	2	2	1	1	1	0

Qualifying Course Acceptance	3	1	4	1	4	3	8	7	5	2	8	3	3
ACE Courses	21	30	18	15	29	13	24	20	32	12	21	22	28
All Course Applications	24	31	22	16	33	16	32	27	37	14	29	25	31

All Applications Approved	30	34	25	19	34	18	33	29	39	15	30	26	31
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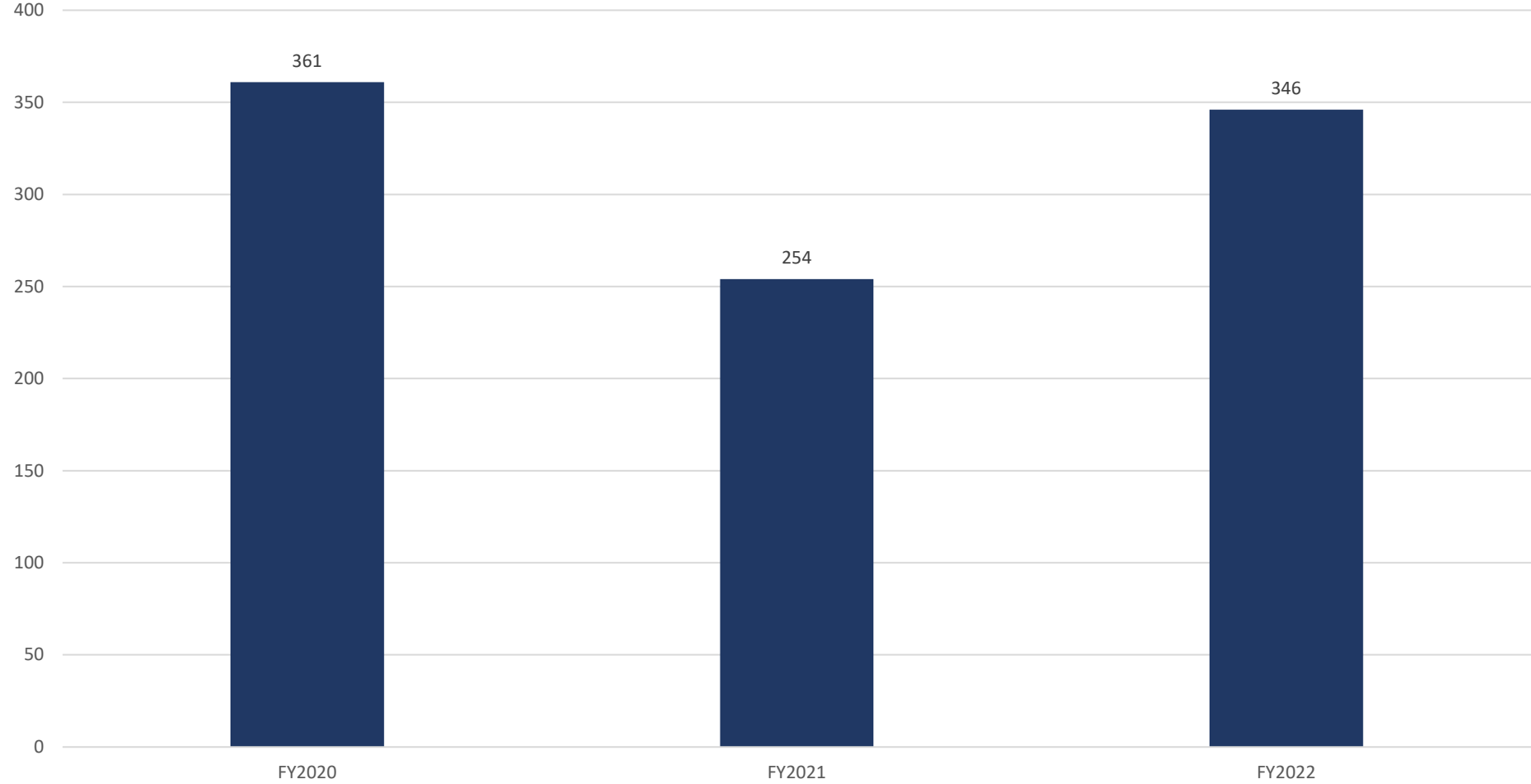
Education & Examinations Division TALCB Total Applications Approved - Fiscal Year



Education & Examinations Division

All TALCB Applications Approved

Year-Over-Year Comparison



TALCB Licensing Report

Current as of August 31, 2022

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

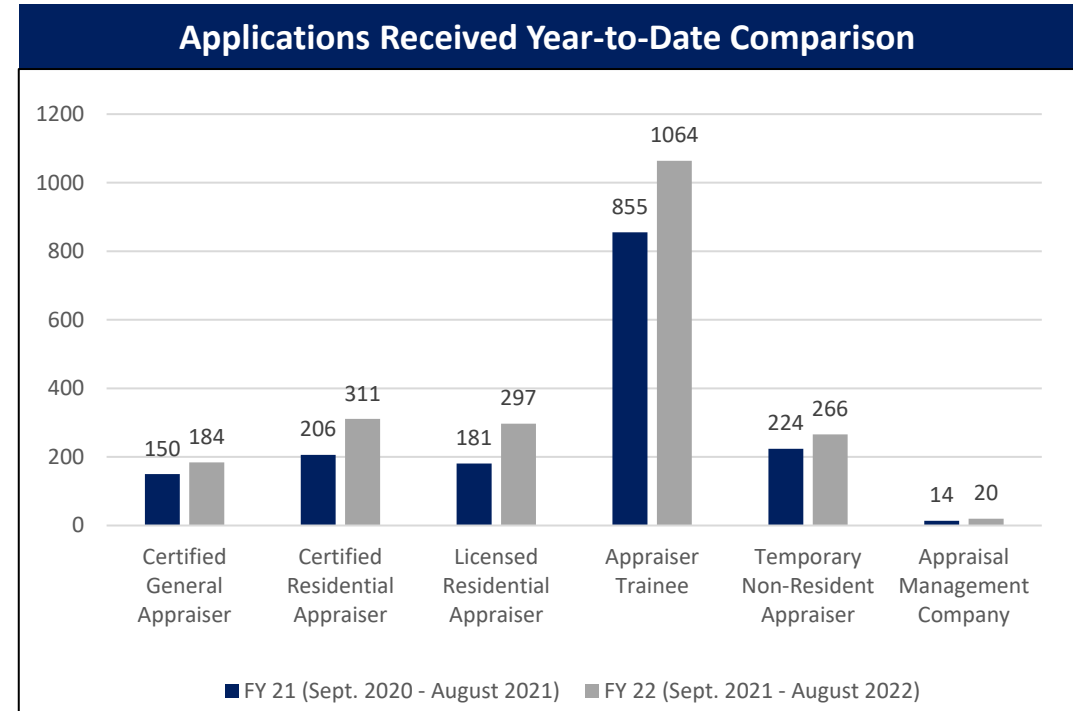
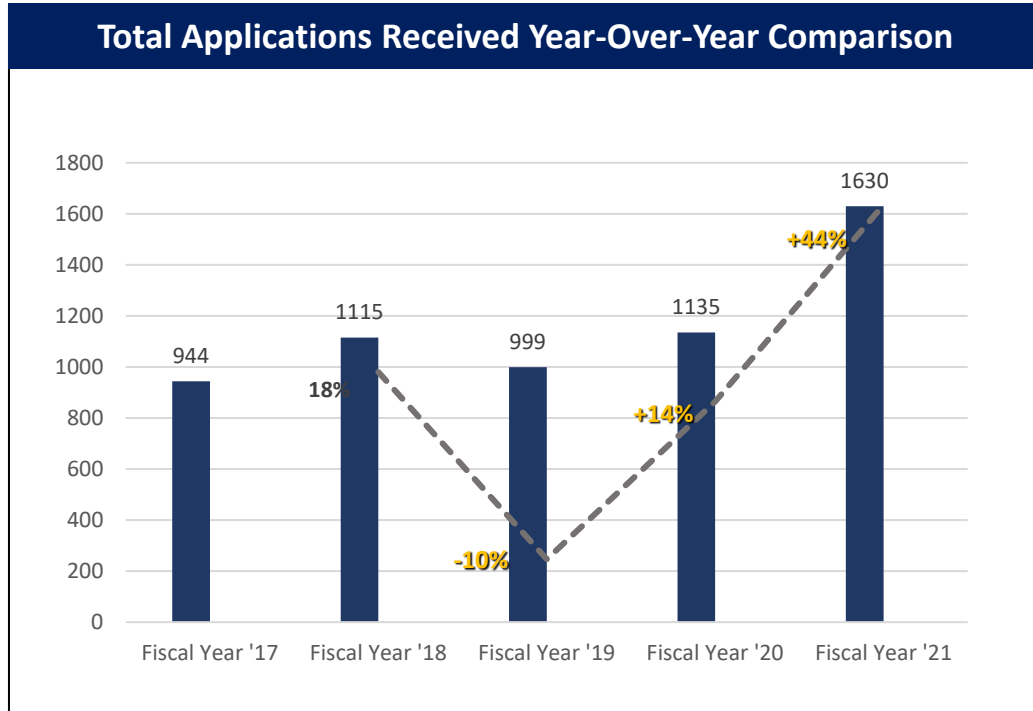
FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE
2013	Aug13	2,367	2,371	470	5,208		724		5,932	
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
2016	Aug16	2,426	2,425	416	5,267	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
2022	Jul21	2,329	2,500	464	5,293	2	1,152	23	6,445	25
2022	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
2022	Jul22	2,349	2,615	573	5,537	33	1,509	16	7,046	49
2022	Aug22	2,357	2,636	592	5,585	48	1,498	-11	7,083	37
August 2022										
Inactive Appraisers		GENERAL	RESIDENTIAL	LICENSE	TOTAL		TRAINEE		TOTAL	
		50	48	16	114		133		247	
Out-of-State Temporary Registrations:									147	
Total All License Holders:									7,477	

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
 August 2022

FISCAL YEAR	MONTH	Total Apps Received	Total AMC Registrations Issued	Total AMC Renewals Issued
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	15	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
	Jun 21	0	1	6
	Jul 21	4	3	5
Aug 21	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
	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	
Registrations issued from March 2012 to Aug 2022			314	
Registrations Expired > 6 months as of Aug 2022			-83	
Registrations Expired < 6 months as of Aug 2022			-10	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-7	
Registrations Re-Issued > 6 months after expiration date			-7	
TOTAL AMC REGISTRATIONS			174	

AMC Registrations Year-Over-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



Applications Received Month-Over-Month Comparison

	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
Certified General Appraiser	13	13	16	10	8	21	13	14	20	19	14	13	24
Certified Residential Appraiser	13	25	29	19	22	32	25	20	29	25	23	30	40
Licensed Residential Appraiser	23	25	17	16	19	26	33	30	28	22	30	26	34
Appraiser Trainee	77	98	81	90	81	116	125	109	85	89	83	62	89
Temporary Non-Resident Appraiser	29	17	18	13	29	18	19	34	16	24	24	23	28
Appraisal Management Company	0	2	2	2	3	0	2	1	1	3	1	3	0

Application Processing Time

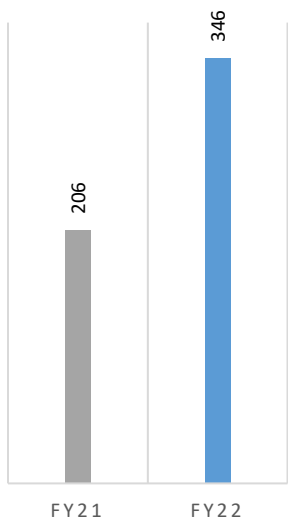
Average Number of Days to Process Applications

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

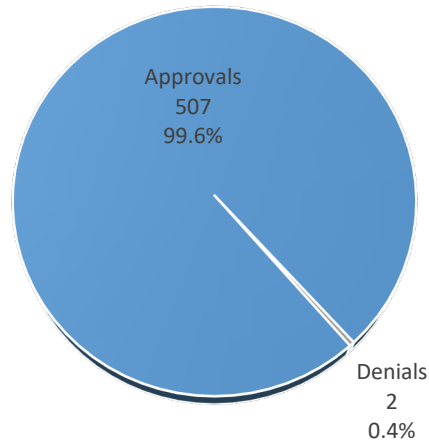
	July 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Aug 22
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	46	41	36	47	52	51	57	40	53	66	70	54	49
Certified General Appraiser – Reciprocity (Goal: 14 days)	2	1	1	1	2	1	1	1	1	1	1	1	2
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	53	39	49	39	55	59	61	56	59	49	56	62	48
Certified Residential Appraiser – Reciprocity (Goal: 14 days)	2	3	1	1	1	1	1	1	2	2	2	1	2
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	46	34	38	50	51	56	57	59	48	53	60	61	48
Licensed Residential Appraiser – Reciprocity (Goal: 14 days)	NA	1	1	1	1	1	1	1	2	1	1	2	2
Appraiser Trainee (Goal: 14 days)	3	3	3	4	3	4	3	3	3	3	3	3	4
Temporary Non-Resident Appraiser (Goal: 5 days)	2	1	1	1	1	1	1	1	1	1	1	1	3
Appraisal Management Company (Goal: 14 days)	2	6	4	2	1	1	NA	2	1	4	2	NA	4

Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY21 - 22 Residential Audit Outcome

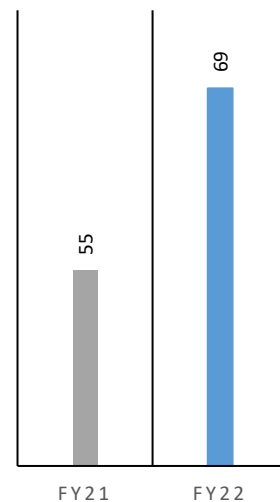


Residential Audit Processing Year-Over-Year

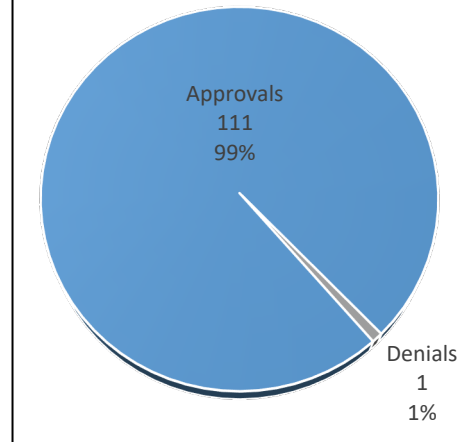
	Closed	Average Processing Time
Fiscal Year 2018	116	100 Days
Fiscal Year 2019	171	83 Days
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days

Certified General Experience Audit Summary

Commercial Audits Received



FY21 - 22 Commercial Audit Outcome



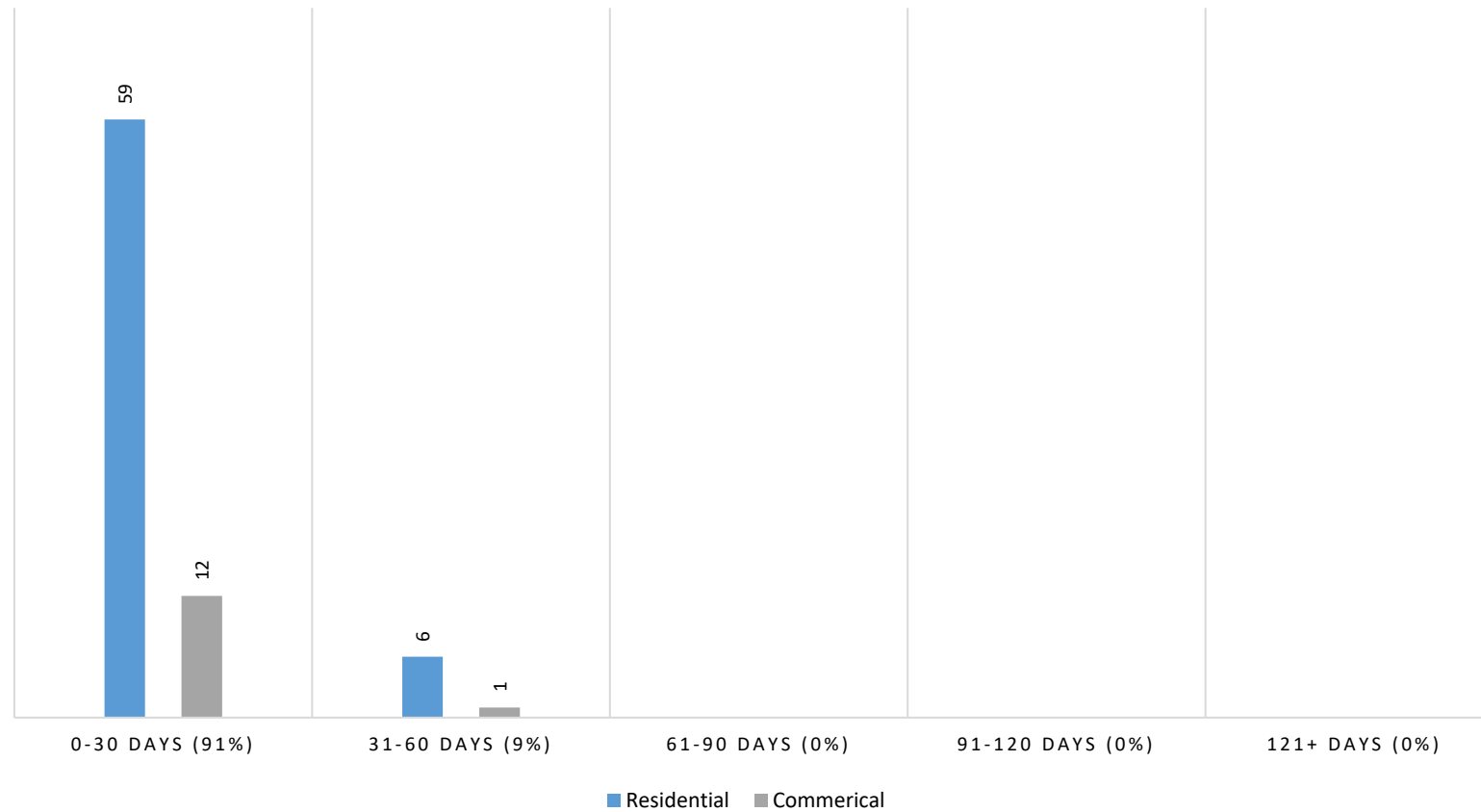
Commercial Audit Processing Year-Over-Year

	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	62	46 Days

Renewal Activity

Year-to-Date Comparison						
	FY 20 (Sept. 2019 - August 2020)		FY 22 (Sept. 2021 - August 2022)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	762	76.28%	969	90.90%	207	27.17%
Certified Residential Renewals	918	82.48%	1,152	94.12%	234	25.49%
Licensed Residential Renewals	115	56.10%	179	84.83%	64	55.65%
Appraiser Trainee Renewals	198	40.16%	257	64.57%	59	29.80%

Open Experience Audit Snapshot



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

Expenditure Category	Beginning Balance FY2022	Expenditures	Remaining Balance	Budget % Remaining	0/12 = 0% 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	\$1,086,532	\$87,050	7.4%	
Other Personnel Costs	458,390	390,063	\$68,327	14.9%	
Professional Services	63,648	247,169	(\$183,521)	-288.3%	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	24,456	\$2,544	9.4%	
Rent - Building - Other	26,473	21,323	\$5,150	19.5%	
Rent - Equipment	12,096	6,679	\$5,417	44.8%	Unexpended budget for Canon Copier cost
Other Operating Expense	77,247	78,276	(\$1,029)	-1.3%	
Subtotal -Operations Expenditures	1,840,675	1,854,690	(14,015)	-0.8%	
DPS Criminal History Background Checks	250	995	(745)	-298.1%	DPS actual expense exceeded budgeted amount.
Statewide Cost Allocation Plan (SWCAP)	23,754	31,209	(7,455)	-31.4%	SWCAP actual expense exceeded budgeted amount.
Contribution to General Revenue	22,500	22,500	0	0.0%	
Subtotal - Nonoperational Expenditures	46,504	54,704	(8,200)	-17.6%	
Total Expenditures and GR Contribution	1,887,179	1,909,394	(22,215)	-1.2%	
Revenue	FY2022 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,460,149	\$1,824,920	(\$364,771)	-25.0%	1,802 total applications & 2,900 total renewals
AMCs	805,087	941,575	(\$136,488)	-17.0%	20 new AMCs, 113 AMC renewals, 59,694 of panelist activities
ACE Program Revenue	42,460	19,190	\$23,270	54.8%	2 new ACE providers, 16 renewals from ACE Providers
Examination fees	2,668	5,480	(\$2,812)	-105.4%	Pearson Vue exam fees-548 exams taken
Other Miscellaneous Revenue	25,456	51,101	(\$25,645)	-100.7%	138 Appraiser Trainee experience reviews, 20 ACE extension requests, Interest earned
TALCB ASC grant	0	236,055	(\$236,055)	0.0%	ASC grant to develop Complaint portal
Total Revenue	\$2,335,820	\$3,078,321	(\$742,501)	-31.8%	
Operating Gains/ Losses	\$448,641	\$1,168,927	\$1,617,568	360.5%	
Restricted Education Reserve Fund Carryforward	\$37,537				
Revenue Over/(Under) Expenditures & Transfers	\$2,207,104	\$1,168,927	\$710,461		

265,417.42

Financial Services Division

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

August 2022

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	806,147.46	(902.34)	805,245.12	439.55	U.S. T-Notes, .250	06/15/2023
09/15/2021	985,800.00	999,780.68	985,260.90	693.13	985,954.03	6,830.95	U.S. T-Notes, 1.500	09/15/2022
12/15/2021	394,700.00	399,898.06	393,374.06	246.68	393,620.74	1,366.89	U.S. T-Notes, 1.625	12/15/2022
03/15/2022	126,000.00	124,979.67	124,164.14	78.75	124,242.89	291.03	U.S. T-Notes, .500	03/15/2023
Totals	\$ 2,331,500.00	\$ 2,327,035.36	\$ 2,308,946.56	\$ 116.22	\$ 2,309,062.78	\$ 8,928.42		

Monthly Activity

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

Beginning Cash Available Balance	\$	696,465.73	
Current Month Receipts	\$	717,343.21	
Current Month Disbursements	\$	<u>(239,251.72)</u>	
Total Cash	\$	1,174,557.22	
Investment Ending Market Value		2,309,062.78	
Total Account Balance		3,483,620.00	
Operating Reserves		(652,638.00)	
Ending Balance Available for Operations	\$	<u>2,830,982.00</u>	

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

Ranada O. Williams

Ranada Williams, Investment Officer

Melissa Huerta

Melissa Huerta, Alternate Investment Officer

Kemya Dean

Kemya Dean, Alternate Investment Officer

Financial Services Division

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

August 2022

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

Beginning Balance	\$ 24,999.62		
Current Month Receipts			
	Admin Penalties	\$ 0.00	
	Interest Earned	43.57	
Current Month Disbursements			
	\$	<u>0.00</u>	
Total Cash		\$	<u>25,043.19</u>
Reserved for Education Development			<u>(25,043.19)</u>
Balance		\$	<u><u>0.00</u></u>

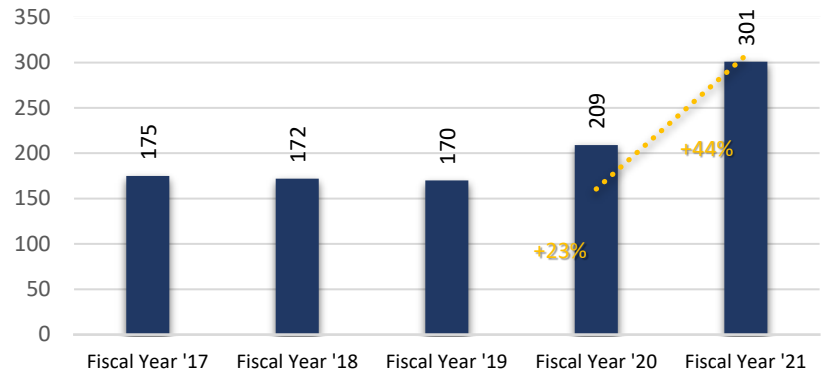
TALCB Enforcement Report

Current as of August 31, 2022

Complaints Received

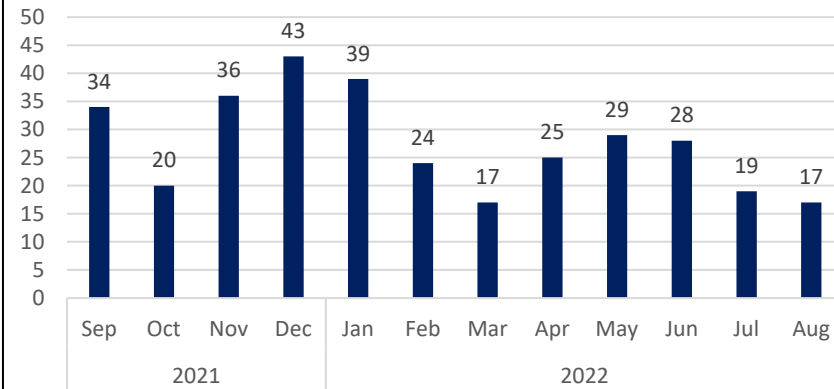
Complaints Received

Year-Over-Year



Complaints Received

Month-Over-Month

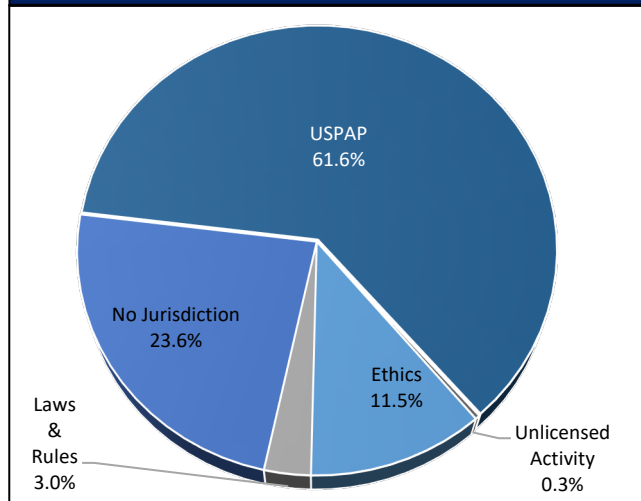


Fiscal Year 2022 Summary

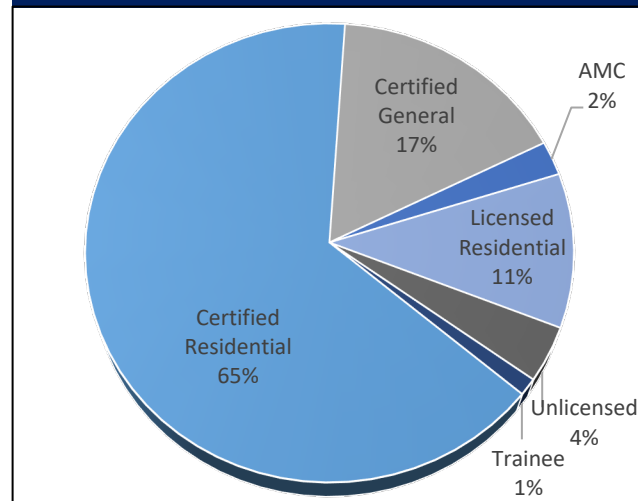
331	Complaints Received
281	Respondents
<4%	License Holders Receive a Complaint

Fiscal Year 2022 Complaints Received by Category

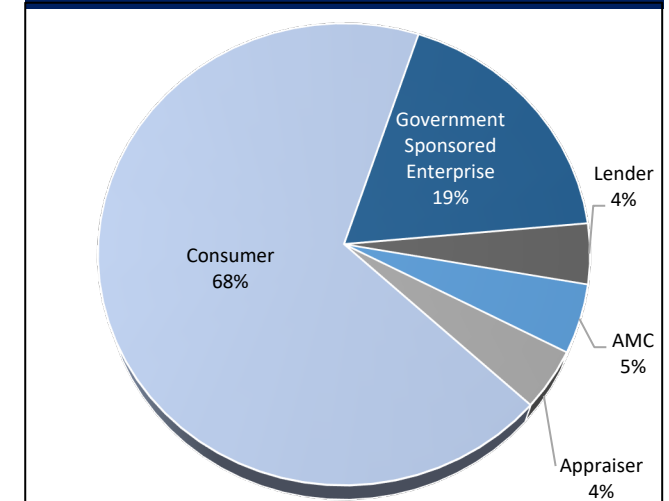
Breakdown by Classification



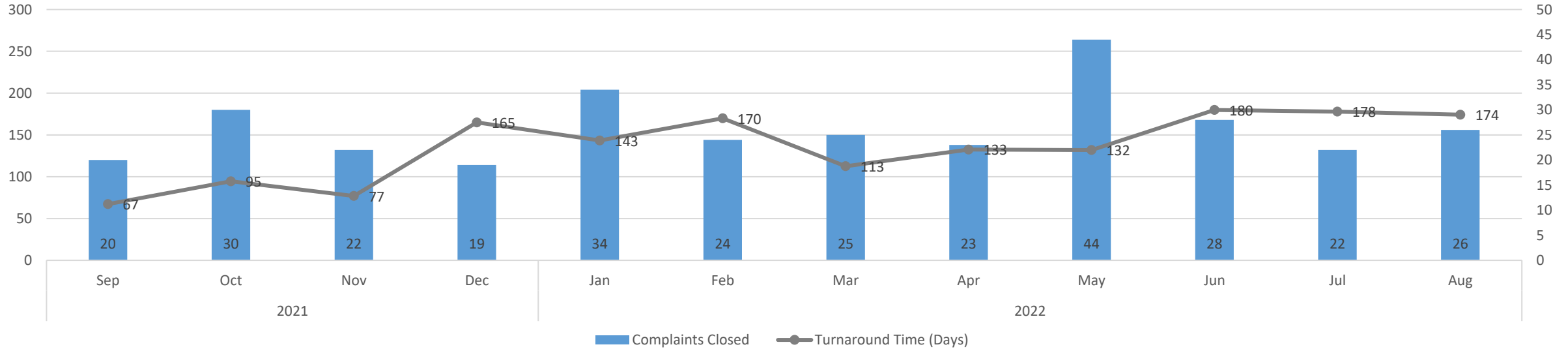
Breakdown by License



Breakdown by Source

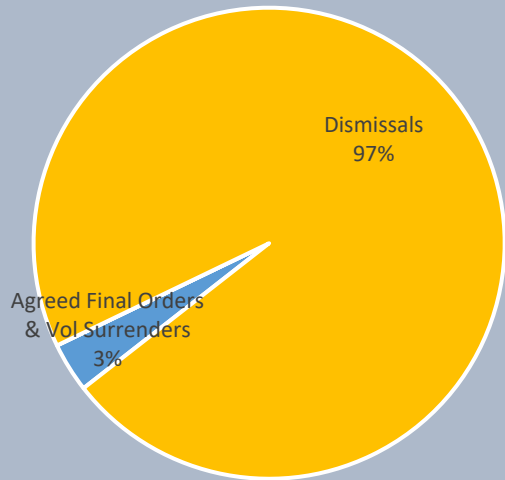


Complaint Resolution

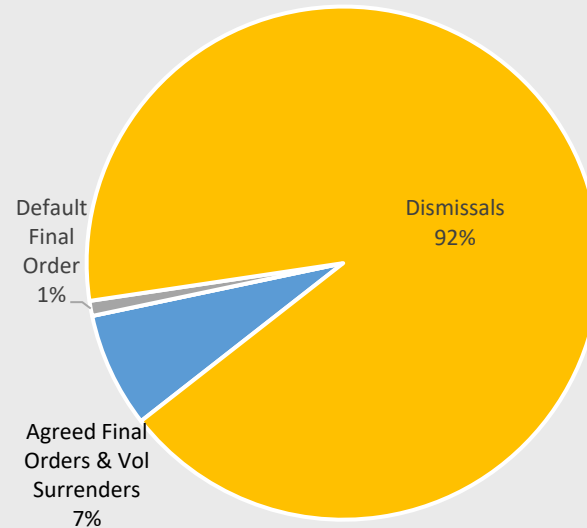


FY21 Complaint Outcome

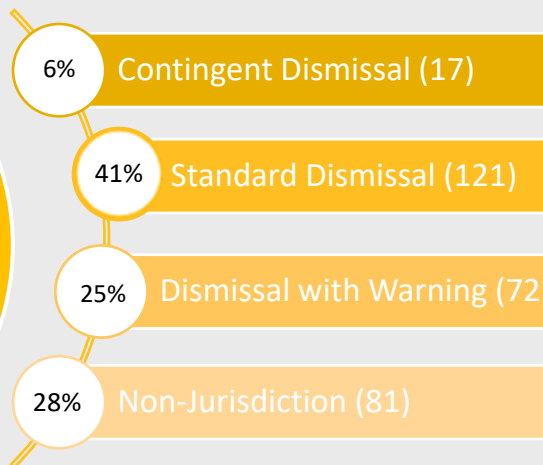
264 Complaints Resolved



FY22 Complaint Outcome



FY22 Dismissal Breakdown



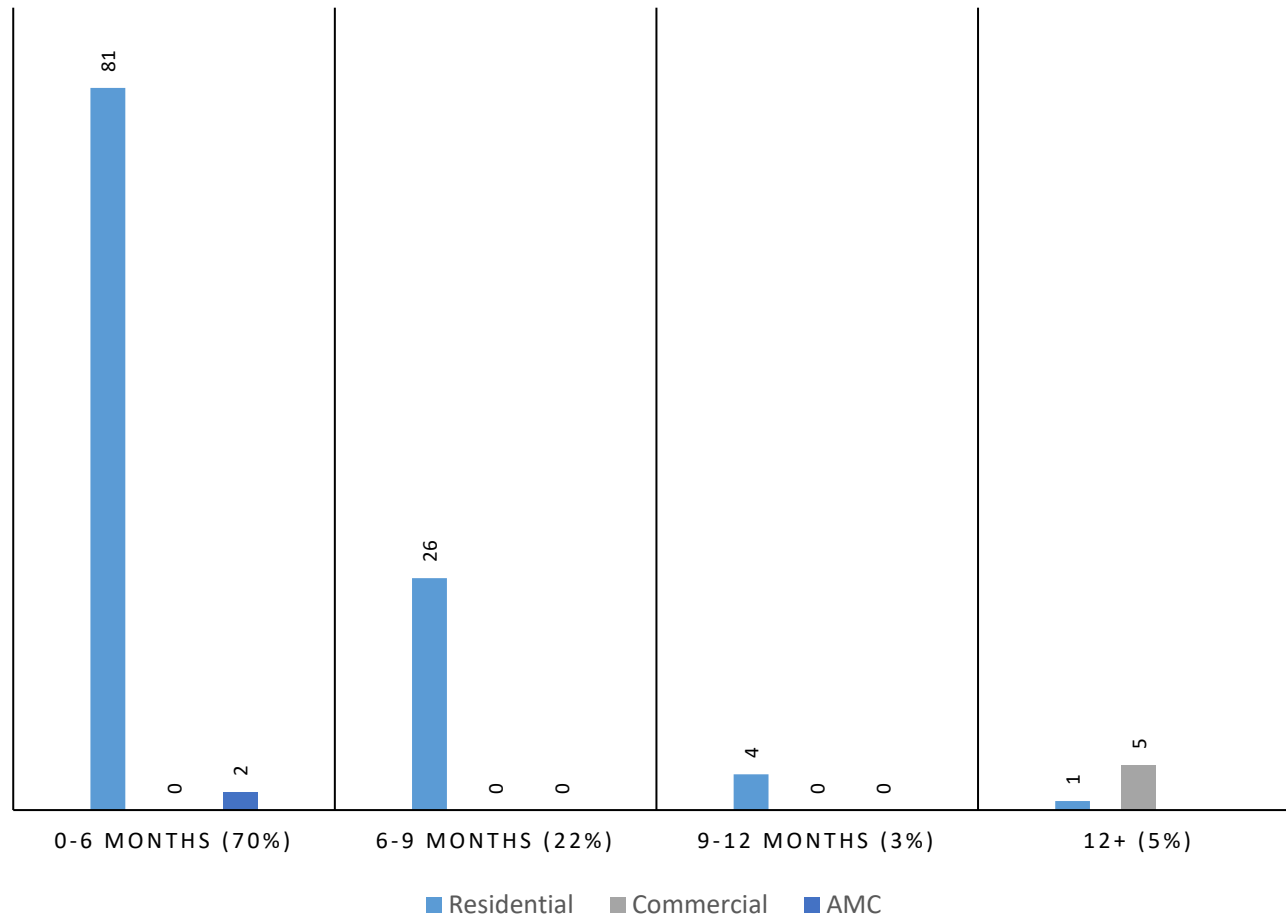
Fiscal Year 2022 Summary

317 Complaints Resolved

136 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

6 Cases Over 1 Year Old

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

- 6 cases abated