



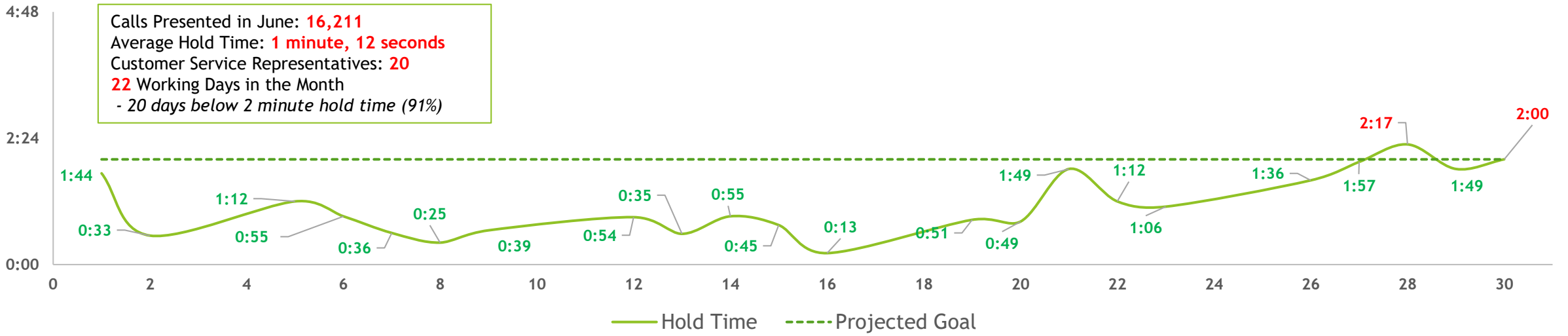
Staff Reports for June 2023

Customer Relations Division

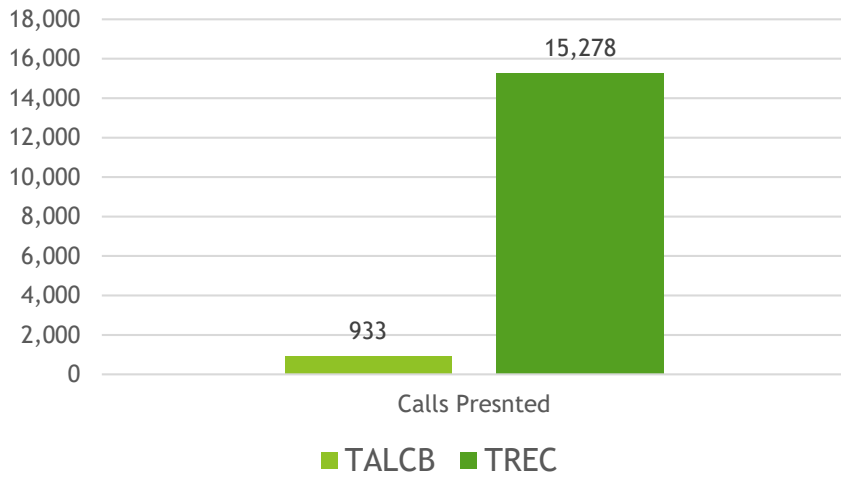
June, 2023 Monthly Report



June, 2023 Hold Time per Day



June, 2023

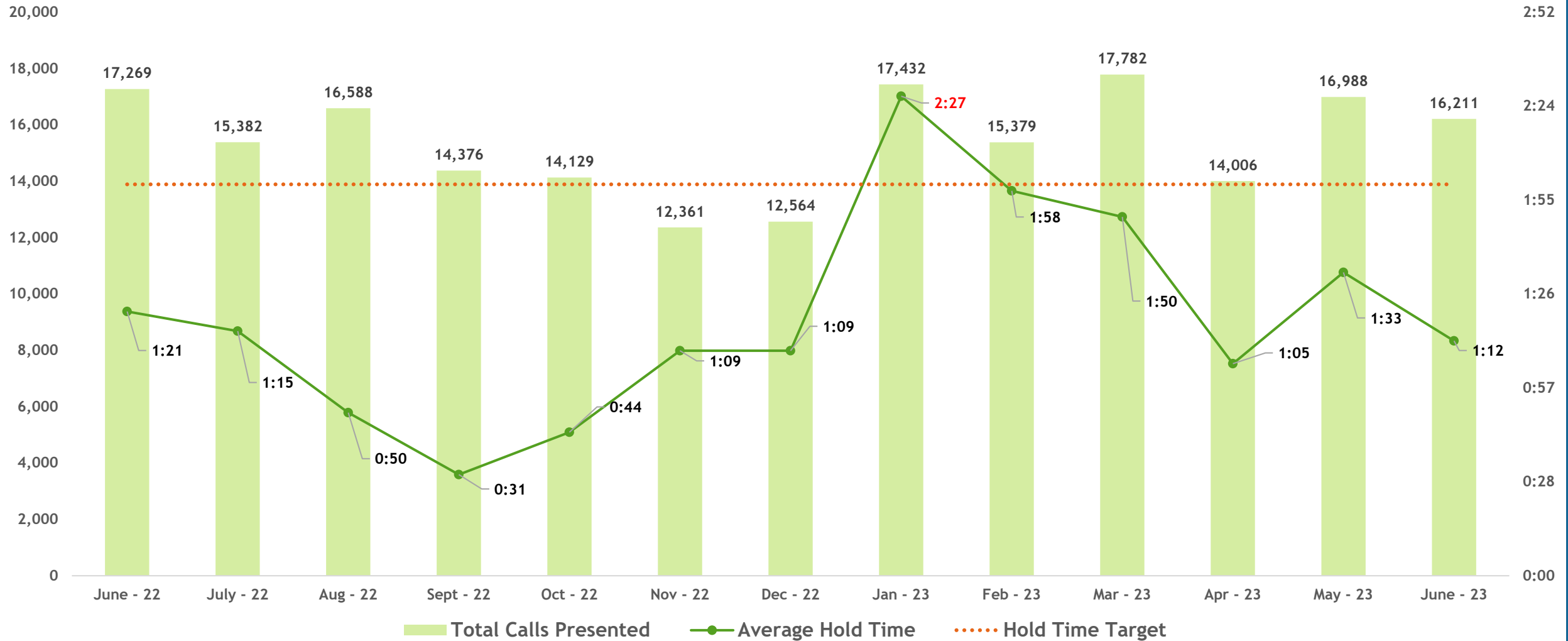


TALCB - 933 Calls (5.76%) 1 minute, 13 second hold time
TREC - 15,278 Calls (94.24%) 51 second hold time



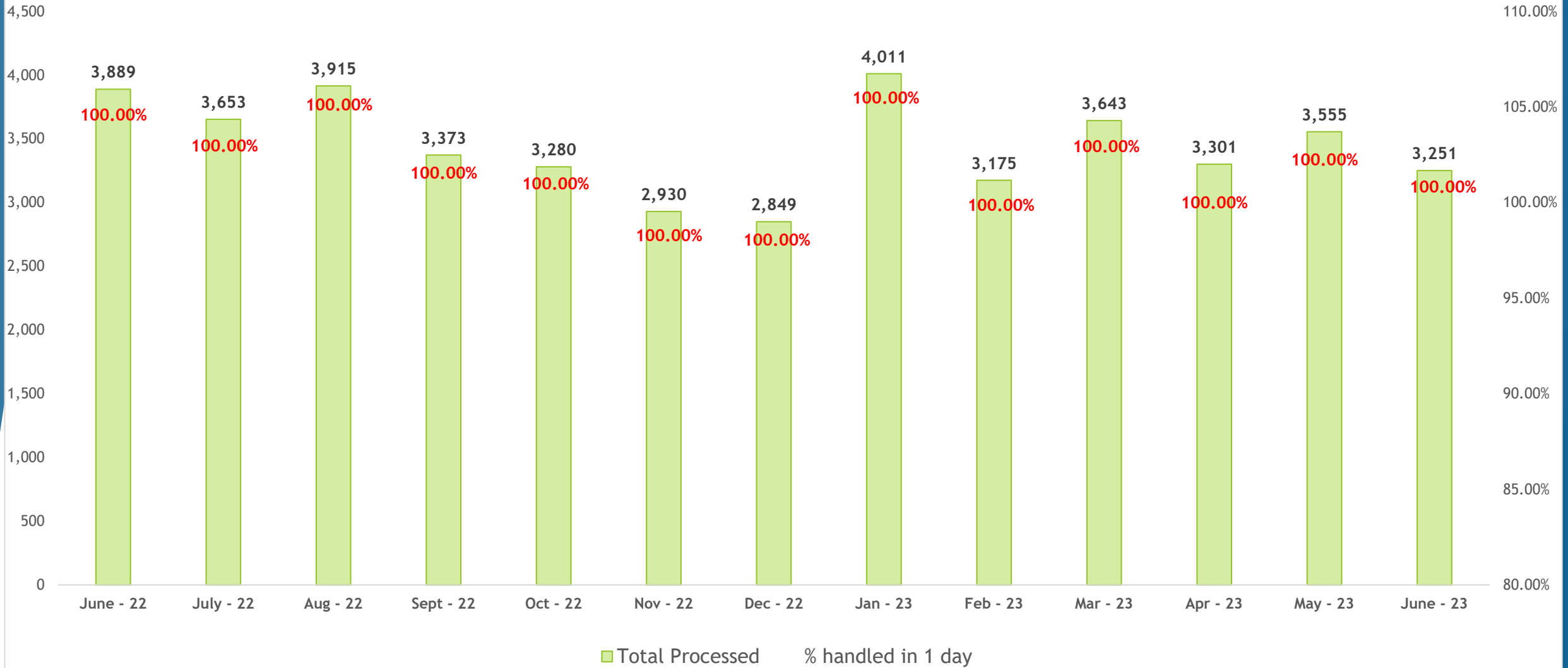
13 Month Comparison of Calls Presented vs. Hold Time

(June, 2022 to June, 2023)



13 Month Comparison of Emails Processed

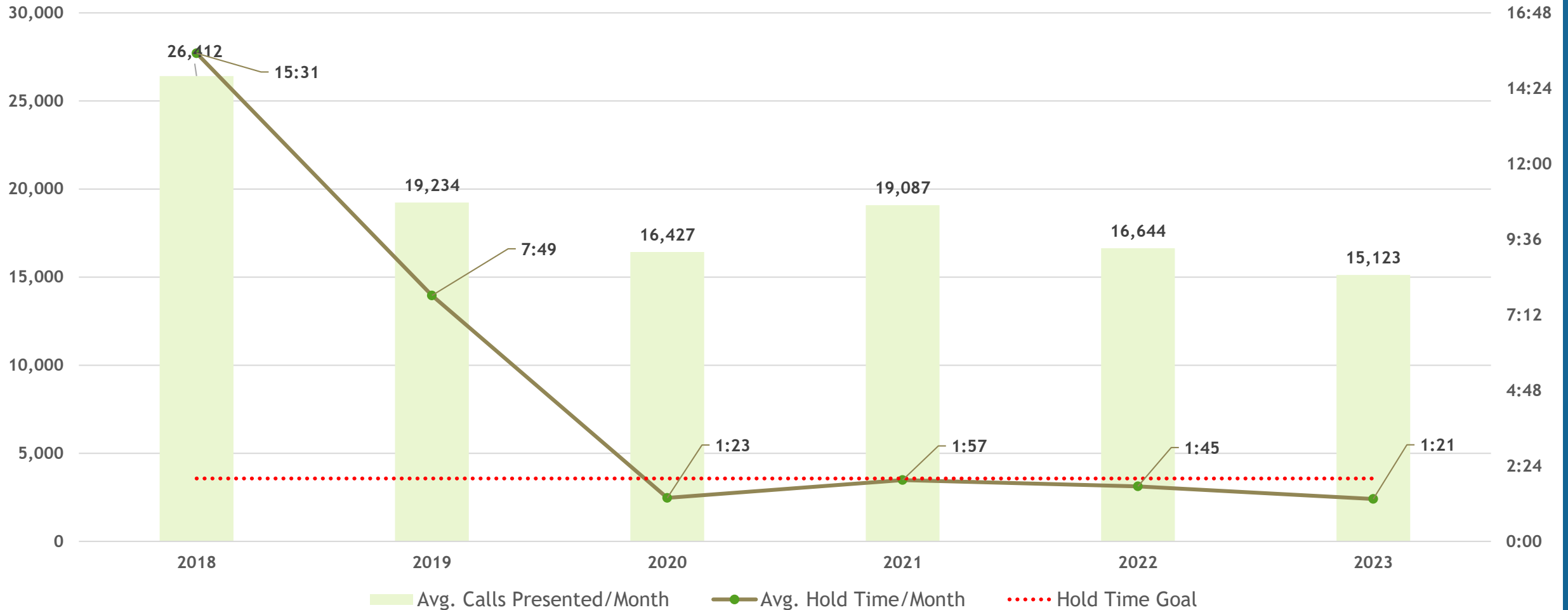
(June, 2022 to June, 2023)



Fiscal Year Comparison

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

FY2023: August, 2022 to June, 2023



TALCB Education Report

June 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
Applications Received													
Initial ACE Provider	1	0	0	1	0	0	0	1	1	1			5
Renewal ACE Provider	0	0	0	0	0	0	0	1	2	2			5
Initial ACE Elective Course	15	13	14	13	12	27	17	13	20	14			158
Classroom Delivery	6	10	8	9	10	16	13	11	12	12			107
Online Delivery	9	3	6	4	2	11	4	2	8	2			51
Renewal ACE Elective Course	2	5	5	7	13	7	8	11	7	18			83
Classroom Delivery	0	2	0	3	6	4	3	7	2	8			35
Online Delivery	2	3	5	4	7	3	5	4	5	10			48
Qualifying Course Acceptance	0	2	3	5	11	2	5	2	4	2			36
Classroom Delivery	0	0	1	4	9	0	4	2	4	2			26
Online Delivery	0	2	2	1	2	2	1	0	0	0			10
Total Applications Received	18	20	22	26	36	36	30	28	34	37			287
	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
Applications Approved													
Initial ACE Provider	0	0	0	0	1	1	0	1	0	0			3
Renewal ACE Provider	0	0	0	0	0	0	0	0	0	1			1
Initial ACE Elective Course	7	12	10	13	18	17	28	14	16	12			147
Classroom Delivery	5	9	10	8	13	14	14	11	11	10			105
Online Delivery	2	3	0	5	5	3	14	3	5	2			42
Renewal ACE Elective Course	2	4	2	4	12	7	11	6	7	15			70
Classroom Delivery	0	1	1	0	5	4	5	1	4	5			26
Online Delivery	2	3	1	4	7	3	6	5	3	10			44
Qualifying Course Acceptance	0	3	7	2	14	2	3	5	3	2			41
Classroom Delivery	0	0	2	1	12	0	2	5	3	2			27
Online Delivery	0	3	5	1	2	2	1	0	0	0			14
Total Applications Approved	9	19	19	19	45	27	42	26	26	30			262

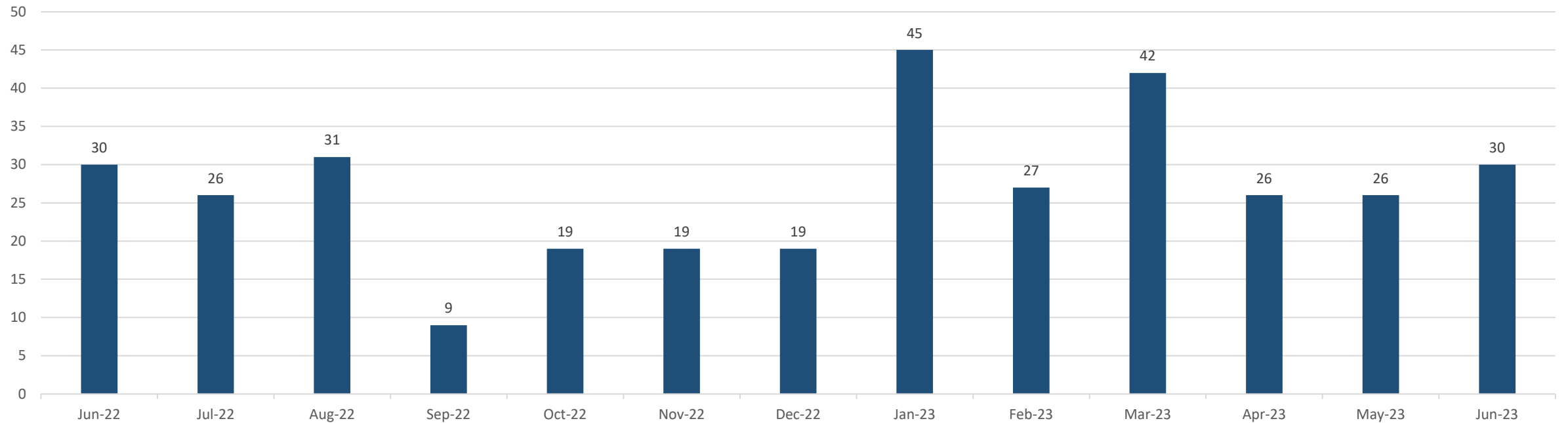
Education & Examinations Division

TALCB Applications Approved 13-Month Comparison

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

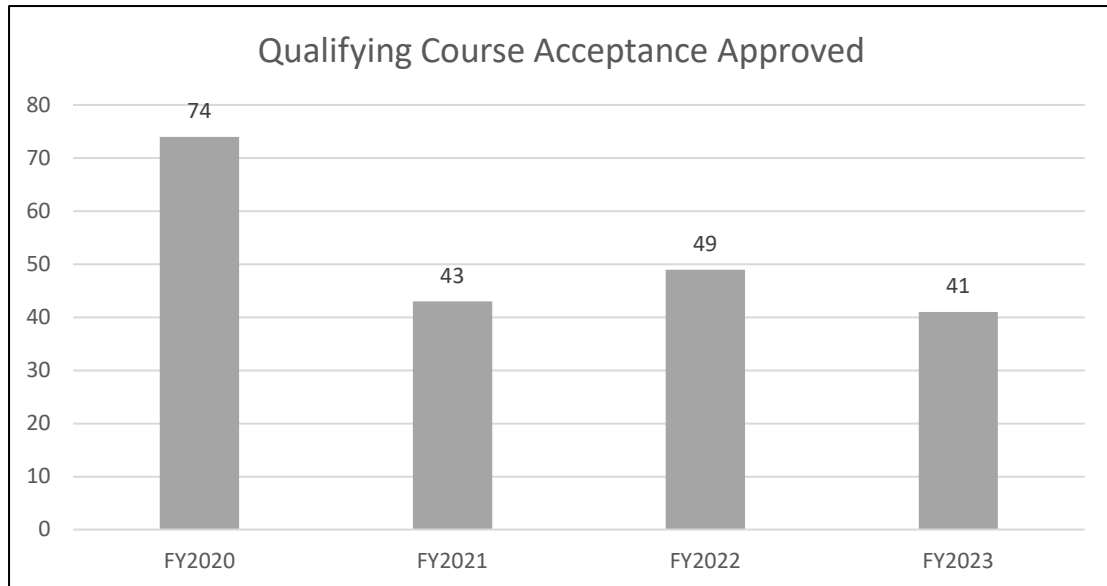
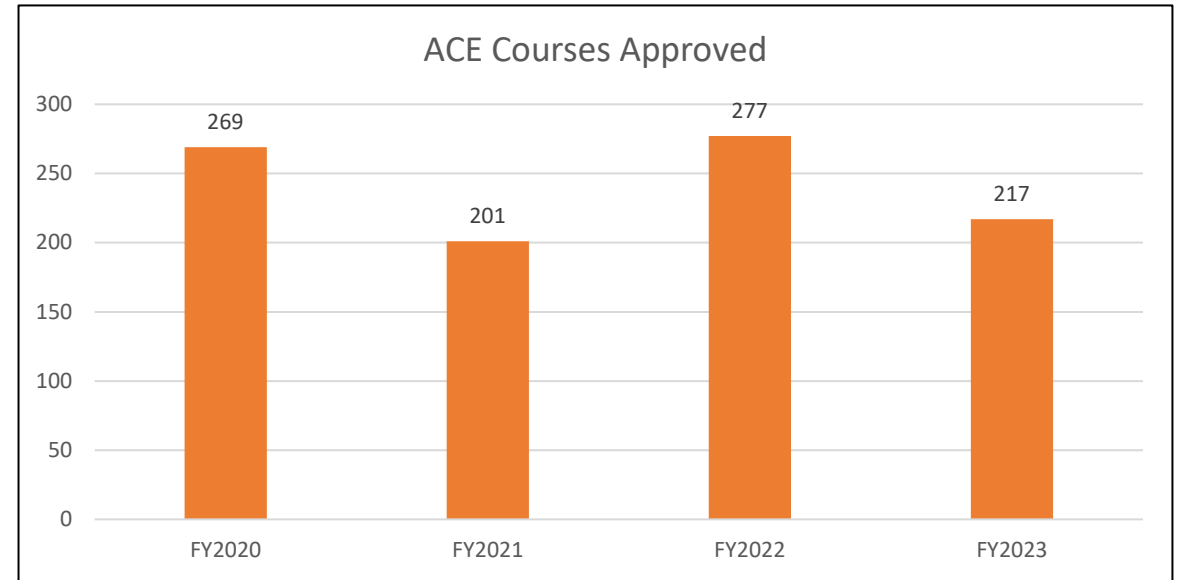
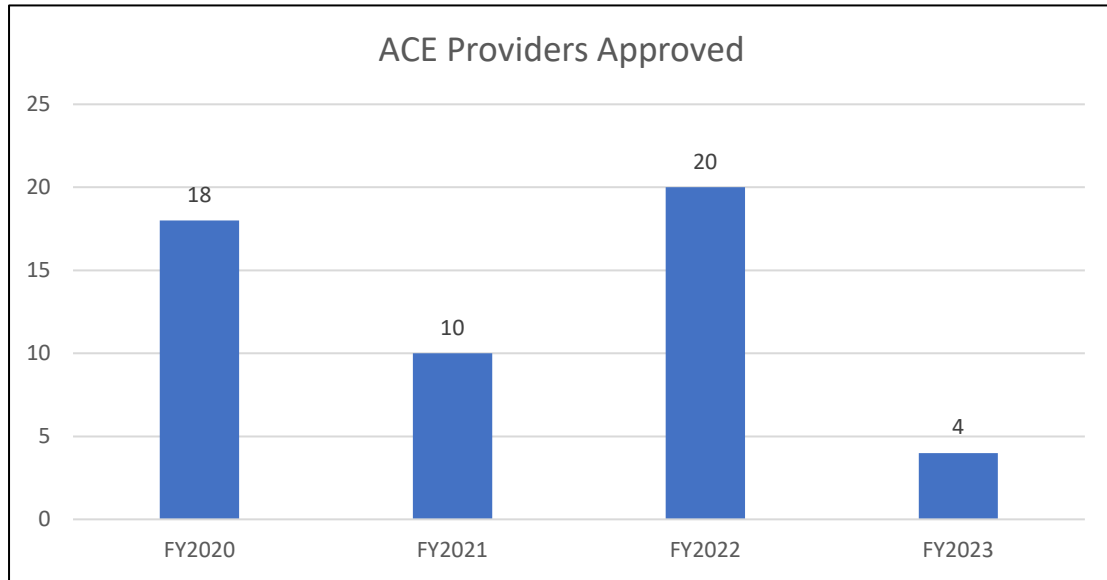
Qualifying Course Acceptance	8	3	3	0	3	7	2	14	2	3	5	3	2
ACE Courses	21	22	28	9	16	12	17	30	24	39	20	23	27
All Course Applications	29	25	31	9	19	19	19	44	26	42	25	26	29

All Applications Approved	30	26	31	9	19	19	19	45	27	42	26	26	30
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Education & Examinations Division

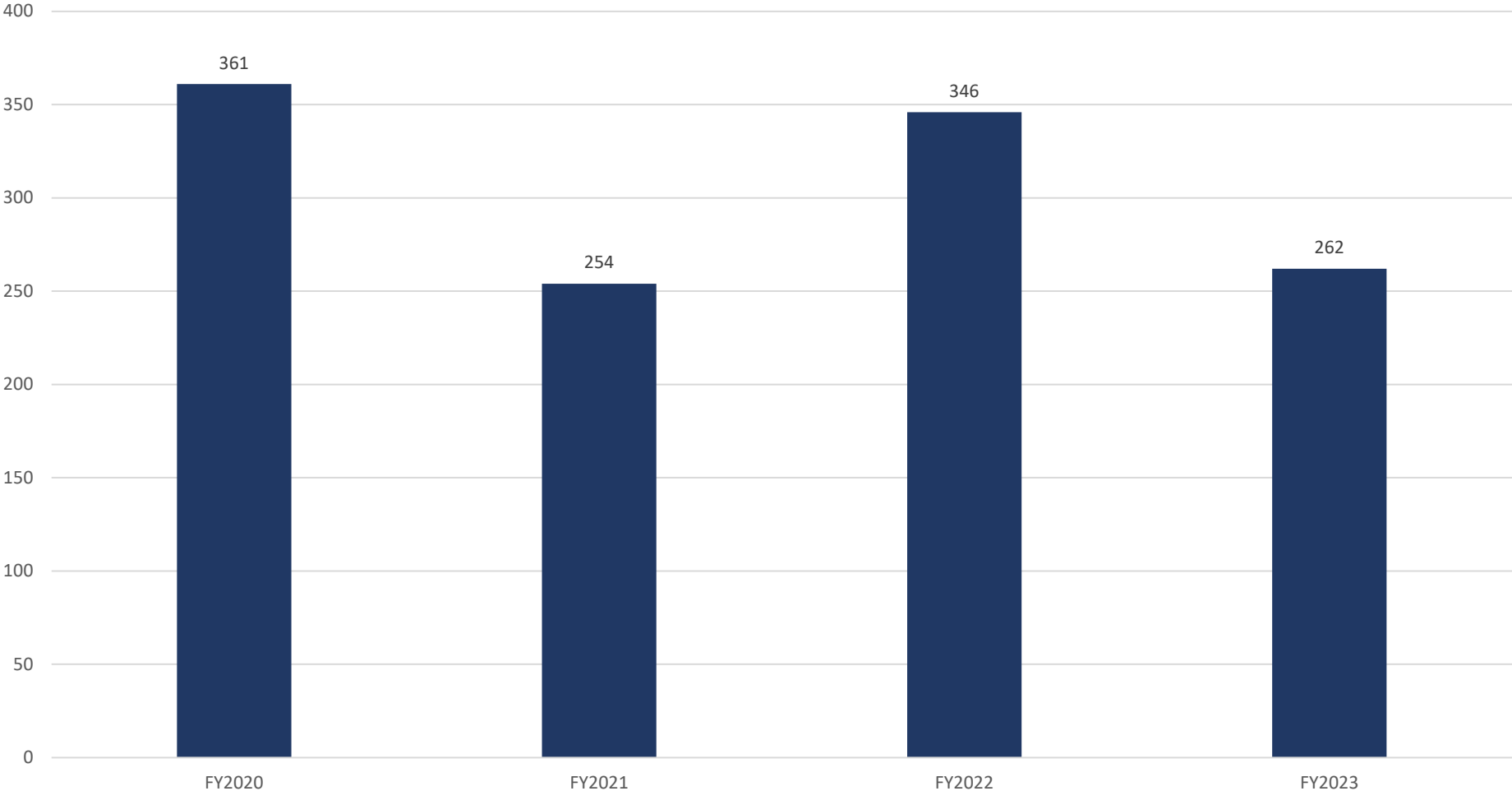
TALCB Total Applications Approved - Fiscal Year



Education & Examinations Division

All TALCB Applications Approved

Year-Over-Year Comparison



Education & Examinations Division - June 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	81	47	128	63%	35	42	77	45%	205	57%	139	83%
FYTD 2022	53	28	81	65%	35	57	92	38%	173	51%	101	87%
June 2023	6	5	11	55%	4	2	6	67%	17	59%	16	63%
June 2022	15	2	17	88%	4	6	10	40%	27	70%	23	83%

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	92	52	144	64%	37	63	100	37%	244	53%	157	82%
FYTD 2022	73	34	107	68%	34	41	75	45%	182	59%	123	87%
June 2023	13	7	20	65%	4	17	21	19%	41	41%	33	52%
June 2022	13	7	20	65%	7	2	9	78%	29	69%	25	80%

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	20	27	47	43%	24	38	62	39%	109	40%	60	73%
FYTD 2022	15	20	35	43%	15	30	45	33%	80	38%	46	65%
June 2023	1	0	1	100%	0	3	3	0%	4	25%	4	25%
June 2022	2	4	6	33%	3	4	7	43%	13	38%	11	45%

TALCB Licensing Report

Current as of June 30, 2023

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
 June 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	
Jun 23	2,377	2,733	674	5,784	37	1,369	-15	7,153	22	
June 2023										
Inactive Appraisers		GENERAL 47	RESIDENTIAL 47	LICENSE 16	TOTAL 110		TRAINEE 170		TOTAL 280	
									Out-of-State Temporary Registrations:	128
									Total All License Holders:	7,561

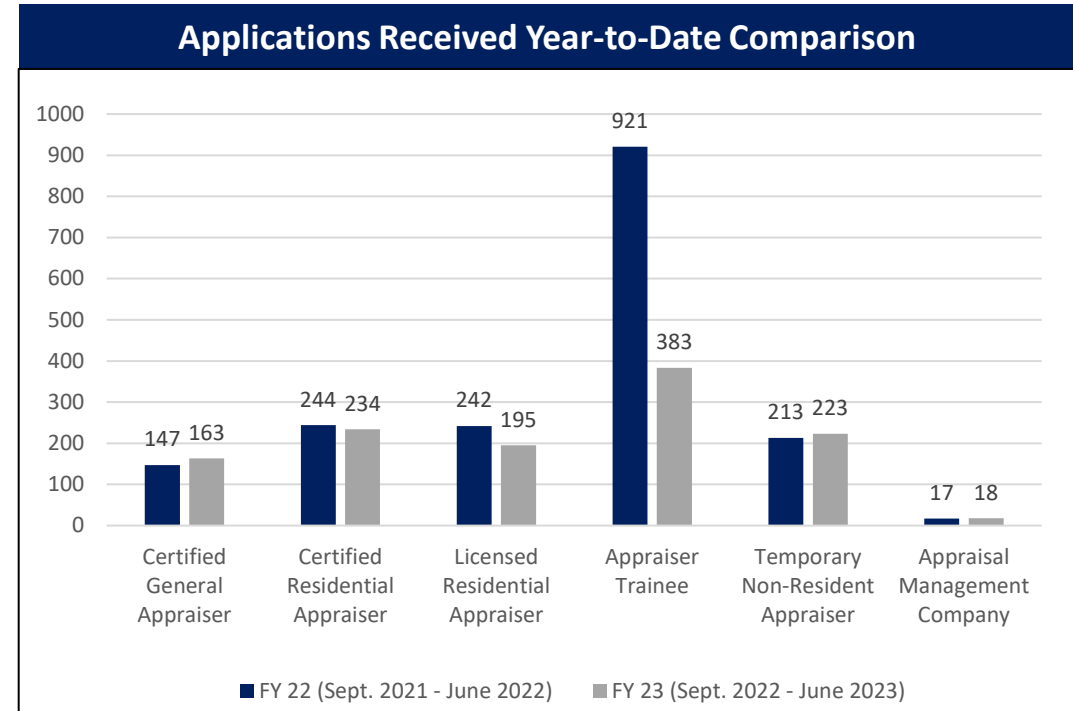
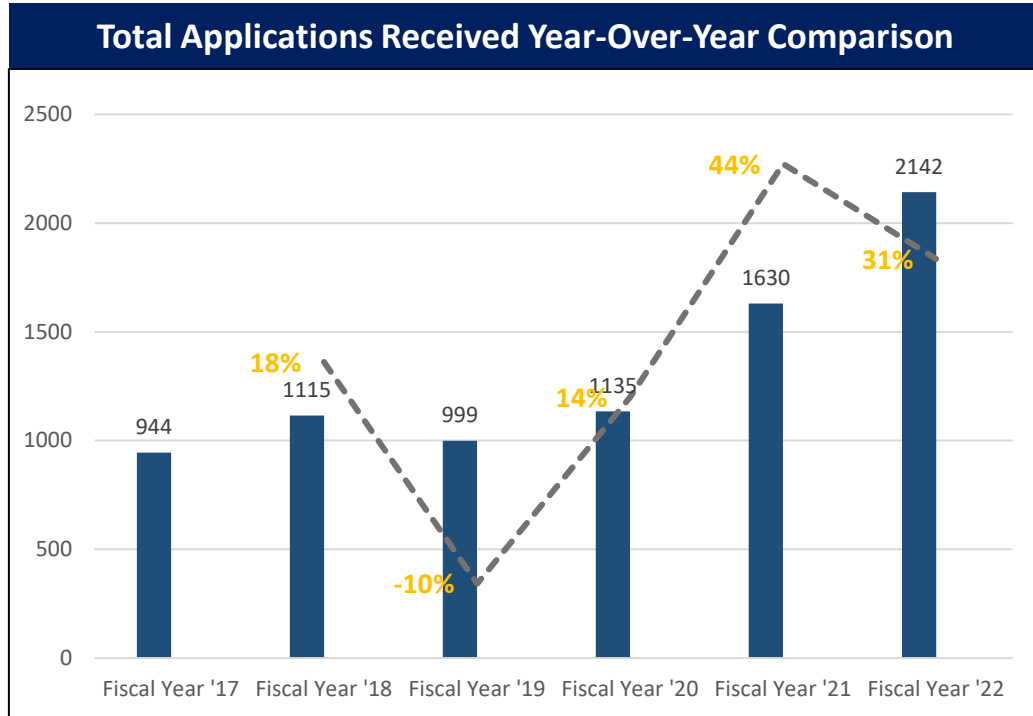
**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS**

June 2023

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 - 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
Jul 22	3	0	11	
Aug 22	0	3	5	
2022 - Total		20	18	112
2023	Sept 22	2	3	3
	Oct 22	3	2	5
	Nov 22	1	1	9
	Dec 22	0	2	0
	Jan 23	1	1	3
	Feb 23	1	0	1
	Mar 23	3	2	3
	Apr 23	3	3	1
	May 23	1	3	7
	Jun 23	3	2	2
Registrations issued from March 2012 to June 2023			333	
Registrations Expired > 6 months as of June 2023			-92	
Registrations Expired < 6 months as of June 2023			0	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-15	
Registrations Re-Issued > 6 months after expiration date			-8	
Federally Regulated AMCs			-2	
TOTAL AMC REGISTRATIONS			183	

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%
Fiscal Year 22	174	-1	-1%

Applications Received



Applications Received Month-Over-Month Comparison

	Jun 22	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23
Certified General Appraiser	14	13	24	17	12	17	13	17	17	16	12	25	16
Certified Residential Appraiser	23	30	40	21	28	22	26	23	18	24	28	33	21
Licensed Residential Appraiser	30	26	34	21	32	25	16	18	16	17	15	21	19
Appraiser Trainee	83	62	89	61	50	32	38	46	27	38	33	31	37
Temporary Non-Resident Appraiser	24	23	28	20	30	23	27	16	25	27	13	16	22
Appraisal Management Company	1	3	0	2	3	2	0	1	1	3	3	1	2

Application Processing Time

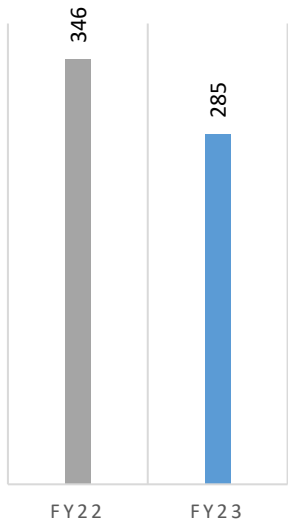
Average Number of Days to Process Applications

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

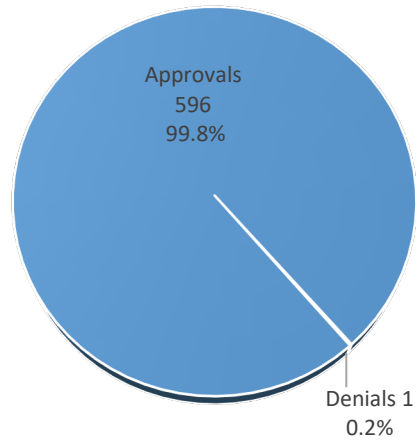
	Jun 22	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	54	51	49	38	66	34	52	43	59	49	60	38	40
Certified General Appraiser – Reciprocity (Goal: 14 days)	1	1	2	3	2	1	1	1	2	2	1	2	2
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	62	49	48	48	71	63	57	57	50	56	56	39	39
Certified Residential Appraiser – Reciprocity (Goal: 14 days)	1	2	2	1	1	1	1	2	1	1	2	2	2
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	61	44	48	36	65	47	54	45	52	47	65	33	26
Licensed Residential Appraiser – Reciprocity (Goal: 14 days)	2	2	2	3	2	NA	NA	1	1	NA	1	NA	1
Appraiser Trainee (Goal: 14 days)	3	6	4	5	3	4	3	3	2	2	2	2	3
Temporary Non-Resident Appraiser (Goal: 5 days)	1	1	3	3	2	2	1	2	1	2	1	2	2
Appraisal Management Company (Goal: 14 days)	NA	4	4	3	2	1	1	2	NA	2	1	3	6

Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY22 – 23 Residential Audit Outcome

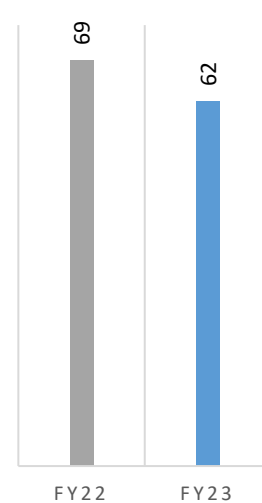


Residential Audit Processing Year-Over-Year

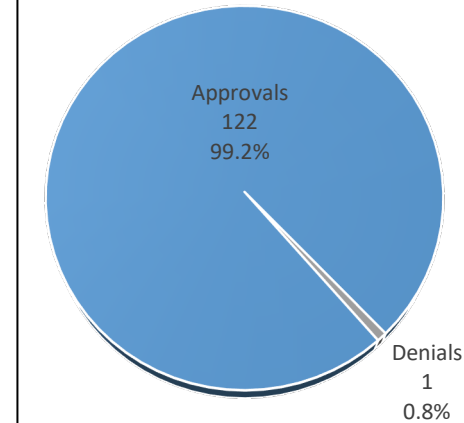
	Closed	Average Processing
Fiscal Year 2018	116	100 Days
Fiscal Year 2019	171	83 Days
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	308	46 days

Certified General Experience Audit Summary

Commercial audits received



FY22 - 23 Commercial Audit Outcome



Commercial Audit Processing Year-Over-Year

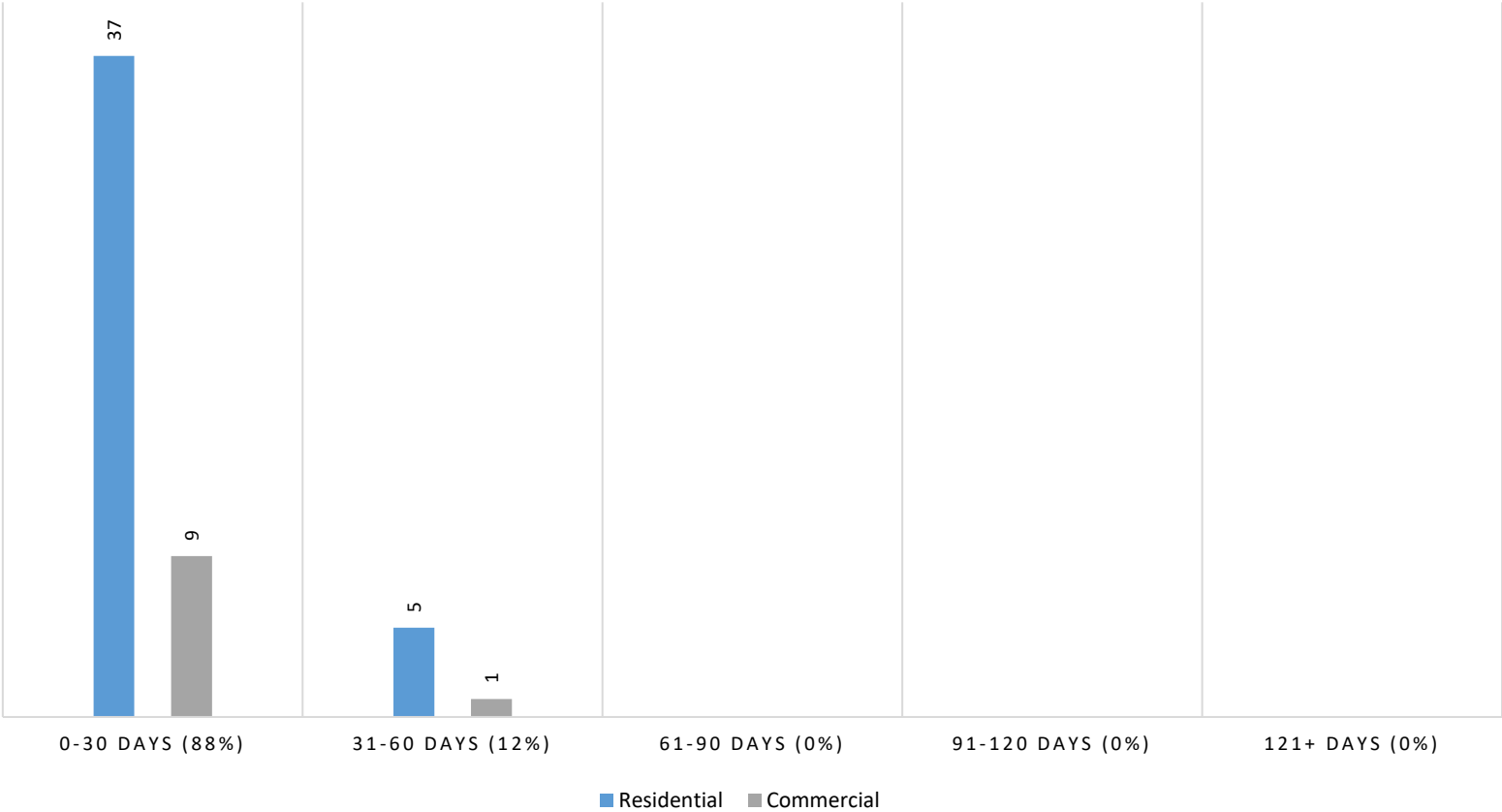
	Closed	Average Processing
Fiscal Year 2018	47	160 Days
Fiscal Year 2019	52	218 Days
Fiscal Year 2020	79	124 Days
Fiscal Year 2021	53	30 Days
Fiscal Year 2022	62	46 Days
Fiscal Year 2023	65	41 days

Renewal Activity

Year-to-Date Comparison

	FY 21 (Sept. 2020 - June 2021)		FY 23 (Sept. 2022 - June 2023)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	1,016	86.81%	1,015	89.92%	-1	-0.10%
Certified Residential Renewals	976	91.97%	1,031	92.38%	55	5.64%
Licensed Residential Renewals	159	86.92%	175	77.78%	16	10.06%
Appraiser Trainee Renewals	188	50.87%	243	61.36%	55	29.26%

Open Experience Audit Snapshot



Financial Services Division
TALCB Budget Status Report
June 2023 - Fiscal Year 2023

Expenditure Category	Beginning Balance FY2023	Expenditures	Remaining Balance	Budget % Remaining	2/12 = 16.67% 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)		
Available balance within Texas Treasury Safekeeping Trust	\$2,576,138		\$2,576,138		remaining available budget to consider to balance FY2023 budget
Salaries & Wages	\$1,433,518	\$1,154,560	\$278,958	19.5%	
Other Personnel Costs	504,631	374,102	\$130,529	25.9%	
Professional Services	426,859	172,061	\$254,798	59.7%	Luna Data - Computer consultant services paid with ASC grant; Have not had to use the contingency funds authorized to hire contractors.
Consumables	2,000	402	\$1,598	79.9%	lower than expected consumable supplies purchased
Utilities	109	285	(\$176)	-161.0%	Replacement headsets purchased that were not budgeted.
Travel	32,000	39,151	(\$7,151)	-22.3%	
Rent - Building - Other	21,892	20,612	\$1,280	5.8%	No further building lease expenses remain.
Rent - Equipment	10,464	1,130	\$9,334	89.2%	Copier lease less than budgeted amount
Other Operating Expense	76,038	79,156	(\$3,118)	-4.1%	
Subtotal -Operations Expenditures	2,507,511	1,841,458	666,053	26.6%	
DPS Criminal History Background Checks	2,000	723	1,277	63.9%	
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	18,750	3,750	16.7%	
Subtotal - Nonoperational Expenditures	55,709	19,473	36,236	65.0%	
Total Expenditures and GR Contribution	2,563,220	1,860,931	702,289	27.4%	
Revenue	FY2023 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,973,845	\$1,537,700	\$436,145	22.1%	
AMCs	279,380	292,038	(\$12,658)	-4.5%	
ACE Program Revenue	15,155	15,475	(\$320)	-2.1%	
Examination fees	4,340	5,840	(\$1,500)	-34.6%	
Other Miscellaneous Revenue	40,127	50,005	(\$9,878)	-24.6%	
TALCB ASC grant	120,000	144,801	(\$24,801)	-20.7%	ASC grant to develop Complaint portal
Total Revenue	\$2,432,847	\$2,045,860	\$386,987	15.9%	
Operating Gains/ Losses	(\$130,373)	\$184,929	\$54,556	-41.8%	
Restricted Education Reserve Fund Carryforward	\$22,914	\$9,946			Balance in Education Reserve Fund as of report date.
Revenue Over/(Under) Expenditures & Transfers	\$2,468,679	\$194,875	\$2,260,836		

Financial Services Division

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

June 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	823,678.71	(823,678.71)	0.00	0.00	U.S. T-Notes, .250	06/15/2023
06/15/2023	1,032,000.00	982,342.05	0.00	983,020.31	983,020.31	112.79	U.S. T-Notes, .250	06/15/2024
09/15/2022	1,000,000.00	962,421.88	985,546.88	4,609.37	990,156.25	366.85	U.S. T-Notes, .125	09/15/2023
12/15/2022	643,000.00	615,270.63	625,694.26	2,963.82	628,658.08	35.14	U.S. T-Notes, .125	12/15/2023
03/24/2023	122,000.00	117,496.90	117,386.88	352.65	117,739.53	89.51	U.S. T-Notes, .250	03/15/2024
Totals	\$ 3,622,000.00	\$ 3,479,908.41	\$ 2,552,306.73	\$ 167,267.44	\$ 2,719,574.17	\$ 604.29		

Monthly Activity

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

Beginning Cash Available Balance	\$	951,321.07	
Current Month Receipts	\$	1,050,917.29	
Current Month Disbursements	\$	<u>(1,175,740.33)</u>	
Total Cash	\$	826,498.03	
Investment Ending Market Value		<u>2,719,574.17</u>	
Total Account Balance		3,546,072.20	
Operating Reserves		(889,252.00)	
Ending Balance Available for Operations	\$	<u>2,656,820.20</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**

June 2023

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

Beginning Balance	\$	9,915.05	
Current Month Receipts			
	Admin Penalties	\$	0.00
	Interest Earned		41.40
Current Month Disbursements		\$	<u>(10.32)</u>
Total Cash		\$	9,946.13
Reserved for Education Development			<u>(9,946.13)</u>
Ending Balance		\$	<u>0.00</u>

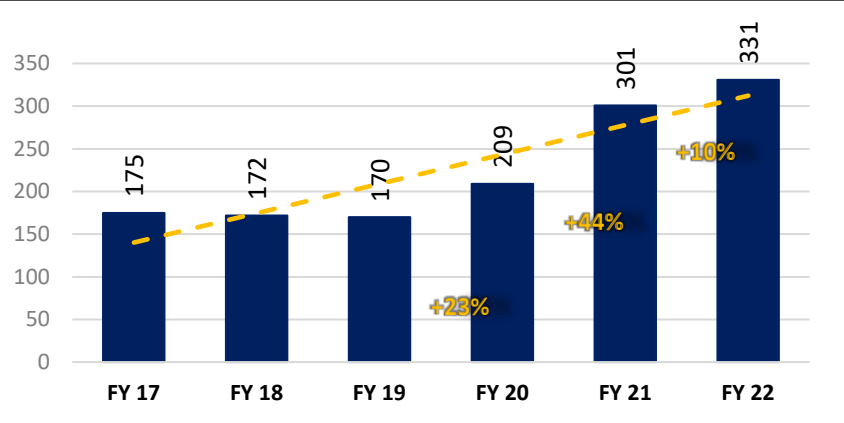
TALCB Enforcement Report

Current as of June 30, 2023

Complaints Received

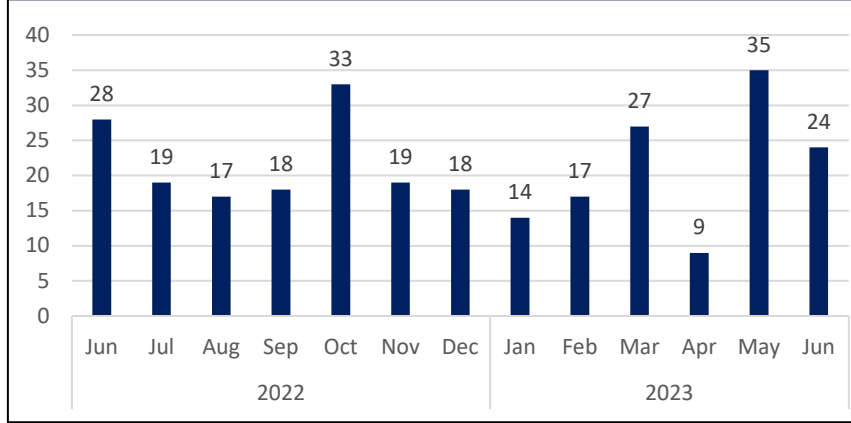
Complaints Received

Year-Over-Year



Complaints Received

Month-Over-Month

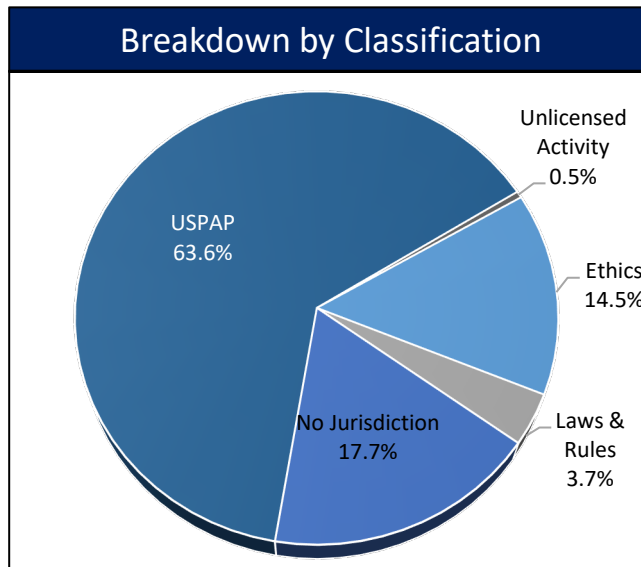


Fiscal Year 2023 Summary

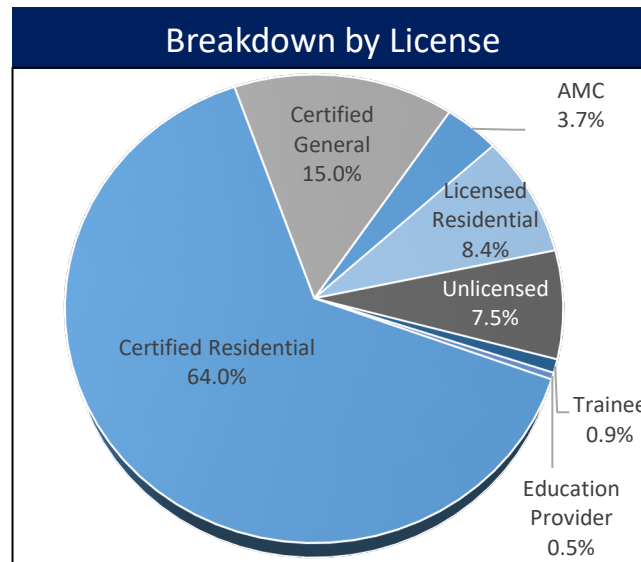
214	Complaints Received
198	Respondents
<3%	License Holders Receive a Complaint

Fiscal Year 2023 Complaints Received by Category

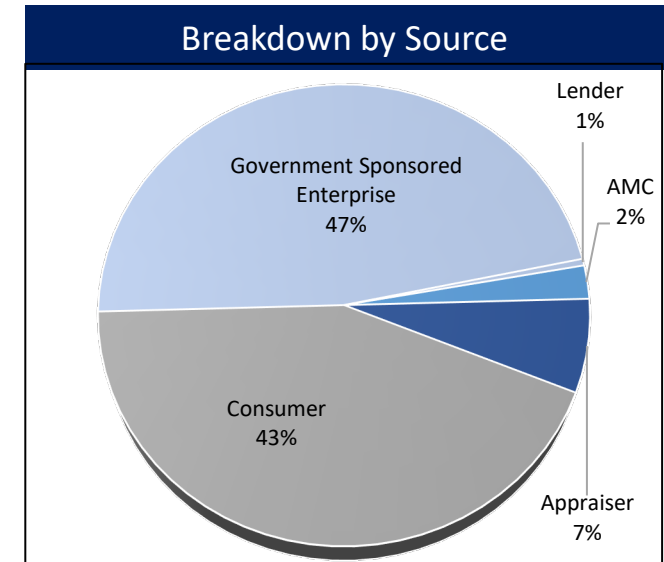
Breakdown by Classification



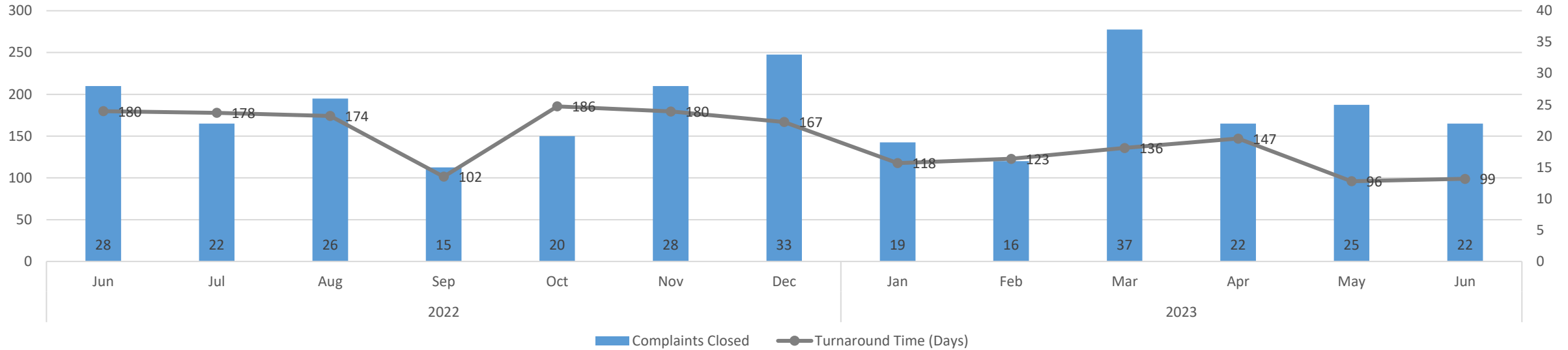
Breakdown by License



Breakdown by Source

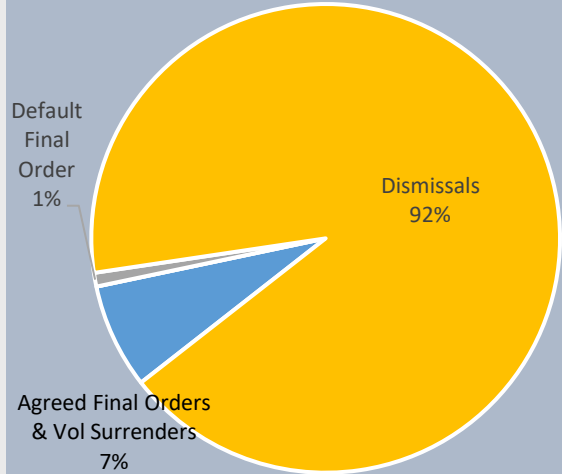


Complaint Resolution

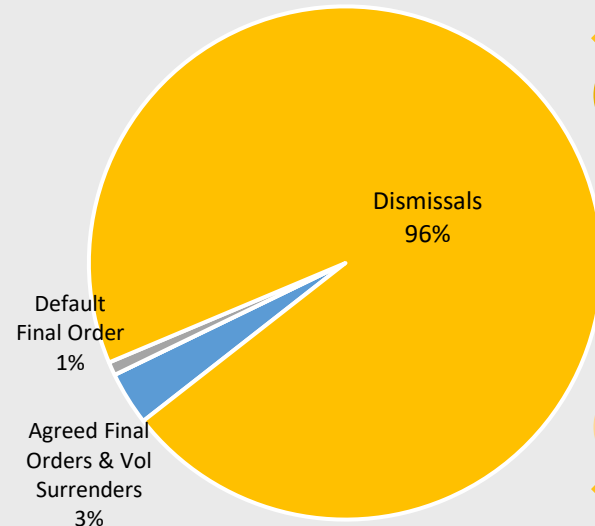


FY22 Complaint Outcome

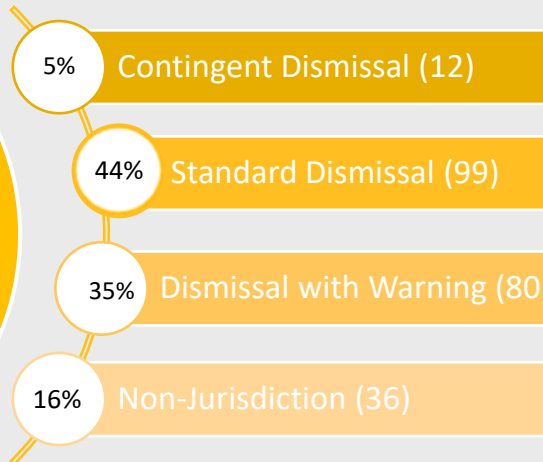
317 Complaints Resolved



FY23 Complaint Outcome



FY23 Dismissal Breakdown



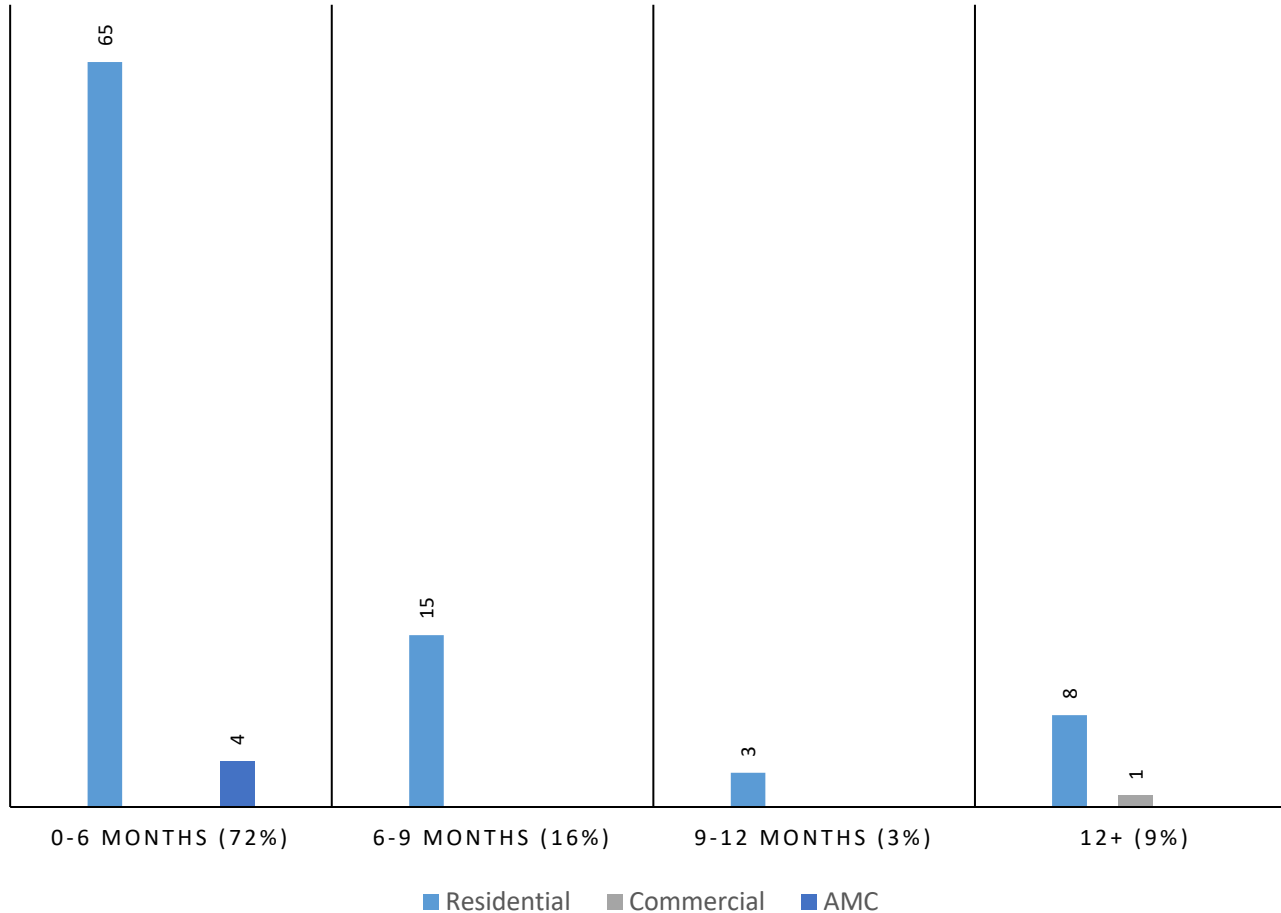
Fiscal Year 2023 Summary

237 Complaints Resolved

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

<1% License holders receive discipline

Open Complaint Snapshot



Open Complaint Data

96 Open Complaints

20 Cases Abated

- 11 pending litigation
- 9 pending Texas Workforce Commission Civil Rights Division Review

9 Cases Over 1 Year Old

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

- 1 case abatement lifted 4/2023
- 8 cases abated