



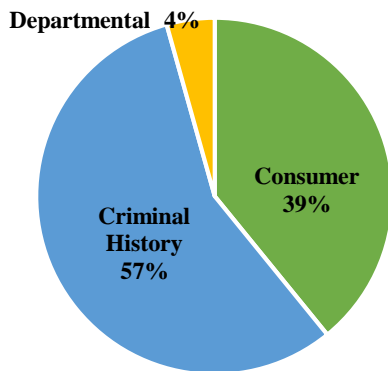
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

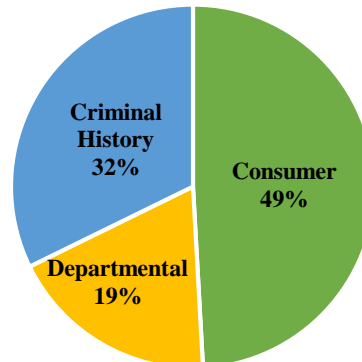
### Offender Education Programs (OEP)

Key Statistics	OEP Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	3,509	832,593
Complaints Received	260	37,043
Cases Opened	23	10,902
Cases Closed	31	10,113
Average Time to Close (days)	237.87	151.96
% of Cases Resolved Within 6 Months	45.16%	68.52%
% of Cases Resulting in Disciplinary Action	9%	21%
Open Cases Pending at End of Fiscal Year	19	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	204
Number of Contested Cases Heard at SOAH	0	92
Formal Case Outcomes	OEP Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	0	51
Default Orders	0	614
Agreed Orders	3	1,254
Average Penalty Assessed on Orders	\$350.00	\$2,092.92
Total Penalties Assessed	\$350.00	\$3,452,750
Licenses Revoked (Disciplinary)	0	106
Licenses Suspended (Disciplinary)	0	13
Licenses Denied/Suspended/Revoked (Criminal History)	2	358
Cases Heard in District Court	0	1
Informal Case Actions	OEP Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$0.0	\$324,299
Warning Letters	3	1,500
Other Informal Resolutions	25	6,434
Cease & Desist Orders	0	38

**Source of OEP Cases Opened  
Fiscal Year 2019**



**Source of All Cases Opened  
Fiscal Year 2019**





**TEXAS DEPARTMENT OF LICENSING AND REGULATION**  
*Enforcement Division*

**Top OEP Alleged Violations at Opening**

<b>Fiscal Year 2019</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Criminal History	13
Certificate issue	3
Unlicensed instructor	3
Course fee or schedule violation	2
False/Inaccurate/incomplete documents	2
Inappropriate conduct	2
Unlicensed program	2
Inappropriate classroom/facility	1

**Top OEP Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2019</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Criminal History	1
Lacks honesty, trustworthiness or integrity	1
Unlicensed program	1