



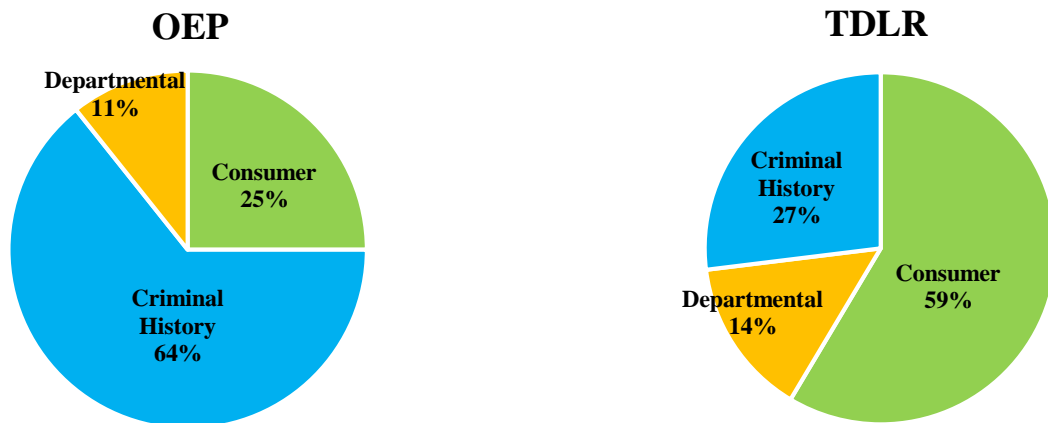
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Offender Education Programs (OEP)

Key Statistics	OEP Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	3,484	823,189
Complaints Received	280	32,683
Cases Opened	28	10,465
Cases Closed	28	9,763
Average Time to Close (days)	194.43	157.58
% of Cases Resolved Within 6 Months	57.14%	68.64%
% of Cases Resulting in Disciplinary Action	0.00%	13.48%
Open Cases Pending at End of Fiscal Year	11	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	140
Number of Contested Cases Heard at SOAH	0	63
Formal Case Outcomes	OEP Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	0	28
Default Orders	0	339
Agreed Orders	0	853
Average Penalty Assessed on Orders	\$0.00	\$2,199.86
Total Penalties Assessed	\$0.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	0	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	2
Informal Case Actions	OEP Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$0.00	\$183,910.04
Warning Letters	3	1,615
Other Informal Resolutions	25	6,749
Cease & Desist Orders	0	46

Source of Cases Opened Fiscal Year 2020





TEXAS DEPARTMENT OF LICENSING AND REGULATION
Enforcement Division

OEP Alleged Violations at Opening

Fiscal Year 2020	
Alleged Violation at Opening	Count
Criminal History	18
Course fee and schedule violation	2
Unlicensed program	2
Certificate issue	1
False, inaccurate or incomplete document	1
Inappropriate conduct	1
Unlicensed instructor	1

OEP Violations Resulting in Disciplinary Action

Fiscal Year 2020	
Violation Resulting in Disciplinary Action	Count
There were no violations resulting in Disciplinary Action for Fiscal Year 2020 for the OEP program	N/A