

## TEXAS BOARD OF ARCHITECTURAL EXAMINERS

Board Meeting by Videoconference/Telephone Call During Disaster Due to COVID-19  
Thursday, May 21, 2020  
10:00 a.m. – Conclusion

Due to Governor Greg Abbott's March 13, 2020 proclamation of a state of disaster affecting all counties in Texas due to the Coronavirus (COVID-19) and the Governor's March 16, 2020 suspension of certain provisions of the Texas Open Meetings Act, this meeting will be held by video conference call, as authorized under Texas Government Code section 551.127.

Members of the public will have access and a means to participate in this meeting, by two-way communication, by registering for the conference at:

<https://attendee.gotowebinar.com/register/8297386840302657037>.

Registration is free and required to participate in the meeting. After registering, registrants will receive a confirmation email from GoToWebinar and instructions on how to join the webinar.

An electronic copy of the agenda and meeting materials may be found at <https://www.tbae.texas.gov/content/documents/TBAE/agendas/BOARDNOTEBOOKMAY2020.pdf> A recording of the meeting may be obtained by contacting Katherine Crain at [katherine.crain@tbae.texas.gov](mailto:katherine.crain@tbae.texas.gov).

A public comment period will be provided at the beginning of the meeting. Registrants may provide comment by utilizing the "Raise Hand" feature in the webinar. The meeting organizer will contact those who have raised their hands and arrange for comment. When the Board reaches the public comment item, the Chair will recognize commenters by name and provide the commenter an opportunity to speak. According to 22 Tex. Admin. Code §7.06, each member of the public shall be allotted five (5) minutes to make a presentation to the Board. The five-minute period may be extended at the Board's discretion.

The Board will meet at the above-stated time to consider and take appropriate action on the items listed below.

### Agenda

1. **Preliminary Matters** Debra Dockery
  - A. Call to order
  - B. Roll call
  - C. Excused and unexcused absences
  - D. Determination of a quorum
  - E. Chair's opening remarks
  - F. Public comments
  
2. **Approval of February 20, 2020 Board Meeting Minutes (Action)** Debra Dockery

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3. **Executive Director Report** (*Information*) Julie Hildebrand
  - A. Summary of Executive Accomplishments
  - B. Operating Budget/Scholarship Fund: Presentation on 2<sup>nd</sup> Quarter FY 2020 Expenditures/Revenues
4. **Discussion of the Agency’s Response to the COVID-19 Outbreak and Any Need to Request Gubernatorial Suspension of Laws or Agency Rules** (*Action*) Debra Dockery  
Julie Hildebrand
5. **Office Relocation Update** (*Information*) Julie Hildebrand
6. **Strategic Plan, Customer Service Survey, and Survey of Employee Engagement Results** (*Action*) Julie Hildebrand
7. **Proposed FY21 Operating Budget Discussion** (*Information*) Julie Hildebrand
8. **Update on the Letter to Region 3 Regarding NCARB Disciplinary Database** (*Information*) Debra Dockery
9. **Proposed Rules for Adoption** (*Action*) Lance Brenton
  - A. Adoption of amendments to 22 Tex. Admin. Code §§ 1.5, 1.65, 3.5, 3.65, 5.5, and 5.75 implementing Senate Bill 37 (86th Tex. Leg., R.S.), which repealed a requirement for the Board to deny registration renewal to persons who default on certain student loans.
  - B. Adoption of amendments to 22 Tex. Admin. Code §§ 1.26, 1.27, 1.149, 1.153, 3.26, 3.27, 3.149, 3.153, 5.36, 5.37, 5.158, 5.162 implementing House Bill 1342 (86th Tex. Leg., R.S.), relating to the effect of certain criminal offenses on eligibility for registration.
  - C. Adoption of amendments to 22 Tex. Admin. Code §5.183 implementing House Bill 2847 (86th Leg., R.S.), relating to the elimination of administrative penalties for nonregistered persons and the elimination of criminal offenses for violating Texas Occupations Code Chapter 1053.
10. **Enforcement Cases** (*Action*)  
**Review and possibly adopt ED’s recommendation in the following enforcement cases:**
  - A. **Registrant/Non-Registrant Cases:**

SOAH Docket No. 459-20-1258, and Case No. 325-17N	Belan, Catherine	<i>Non-Registrant</i>
Case No. 259-19A	Dunaway, James S.	<i>Arch #6611</i>

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SOAH Docket No. 459-20-2740, and Case No. 265-17N	Felan, Russell D.	<i>Non-Registrant</i>
Case No. 057-20A	Martin, David E.	<i>Arch #10733</i>
Case No. 269-19N	Monroe, Ludie B.	<i>Non-Registrant</i>
Case No. 330-19A	O'Dell, Carl Gene	<i>Arch #9782</i>

### **B. Continuing Education Cases:**

Case No. 069-20A	Anderson, Samuel Mather	Arch #23362
Case No. 062-20L	Brusveen, Kyle Jordan	LA #3071
Case No. 068-20A	Cotera, Juan E.	Arch #5789
Case No. 065-20A	Ford, Andrew Scott	Arch #24654
Case No. 061-20A	Hawks, Stephen Douglas	Arch #15568
Case No. 369-19A	Henderson, Mark Wayne	Arch #13114
Case No. 060-20A	Lambert, Robert Douglas	Arch #12493
Case No. 067-20A	Li, Xiaohai	Arch #23260
Case No. 472-18L	Powell, James Craig	LA #2288
Case No. 071-20I	Rachlin, Laura A.	RID #10745
Case No. 059-20L	Rector, Richard R.	LA #1029
Case No. 074-20I	Sonnier, Erin	RID #10194
Case No. 052-20I	Stockard, Pamela J.	RID #5905

*The Board may meet in closed session pursuant to TEX. GOV'T CODE ANN.  
§551.071(1) to confer with legal counsel*

11. **Executive Director Annual Performance Evaluation Discussion** (Information) Debra Dockery
  12. **Report on Conferences and Meetings** (Information) Debra Dockery
    - A. NCARB Regional Summit – Cambridge, MA
    - B. NCARB/TBAE Presentation – TX Tech University, Apr 3
    - C. Board Member/Executive Director Personal Financial Filing Statement Deadline – July 31
  13. **Report on Upcoming Conferences and Meetings** (Information) Debra Dockery  
2020 NCARB Annual Business Meeting – Virtual, Jun 18
  14. **Resolution Honoring Tony Whitt** (Action) Debra Dockery
  15. **Board Member Comments/Future Agenda Items** (Information) Debra Dockery
  16. **Upcoming Board Meetings** (Information) Debra Dockery  
Tuesday, August 25, 2020  
Thursday, November 19, 2020
  17. **Adjournment** Debra Dockery
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## **TEXAS BOARD OF ARCHITECTURAL EXAMINERS**

Board Meeting by Videoconference/Telephone Call During Disaster Due to COVID-19

Thursday, May 21, 2020

10:00 a.m. – Conclusion

### **NOTE:**

- ◆ *Items may not necessarily be considered in the order they appear on the agenda.*
- ◆ *Executive session for advice of counsel may be called regarding any agenda item under the Open Meetings Act, Government Code §551.*
- ◆ *Action may be taken on any agenda item.*

### **NOTICE OF ASSISTANCE AT PUBLIC MEETINGS**

Persons with disabilities who plan to attend this meeting and who need auxiliary aids or services are required to call (512) 305-8548 at least five (5) workdays prior to the meeting so that appropriate arrangements can be made.

## **FREQUENTLY USED ACRONYMS**

<b>ACSA</b>	Association of Collegiate Schools of Architecture
<b>ADA</b>	Americans with Disabilities Act
<b>AIA</b>	American Institute of Architects
<b>AREFAF</b>	Architect Registration Examination Financial Assistance Fund (Scholarship)
<b>ASID</b>	American Society of Interior Designers
<b>ASLA</b>	American Society of Landscape Architects
<b>ARE</b>	Architect Registration Examination
<b>BOAT</b>	Building Officials Association of Texas
<b>CACB</b>	Canadian Architectural Certification Board
<b>CIDA</b>	Council for Interior Design Accreditation (Formerly FIDER)
<b>CIDQ</b>	Council for Interior Design Qualification
<b>CLARB</b>	Council of Landscape Architectural Registration Boards
<b>GAA</b>	General Appropriations Act
<b>GRF</b>	General Revenue Fund
<b>IDCEC</b>	Interior Design Continuing Education Council
<b>IDEC</b>	Interior Design Educators Council
<b>IDP</b>	Intern Development Program
<b>IIDA</b>	International Interior Design Association
<b>LARE</b>	Landscape Architect Registration Examination
<b>MBA</b>	Member Board Administrator (within NCARB)
<b>NAAB</b>	National Architectural Accreditation Board
<b>NCARB</b>	National Council of Architectural Registration Boards
<b>NCEES</b>	National Council of Examiners for Engineering & Surveying
<b>OAG</b>	Office of the Attorney General
<b>SOAH</b>	State Office of Administrative Hearings
<b>SORM</b>	State Office of Risk Management
<b>TAID</b>	Texas Association for Interior Design
<b>TAS</b>	Texas Accessibility Standards
<b>TASB</b>	Texas Association of School Boards
<b>TBPELS</b>	Texas Board of Professional Engineers and Land Surveyors
<b>TxA</b>	Texas Society of Architects
<b>TSPE</b>	Texas Society of Professional Engineers



	and on behalf of herself, the Board, and staff, she sent well wishes to Chase during his recovery.
<b>1G. Public Comments</b>	None.
<b>2. Approval of November 19, 2019 Board Meeting Minutes</b>	A MOTION WAS MADE AND SECONDED (Salazar/Walker) TO APPROVE THE NOVEMBER 19, 2019 BOARD MEETING MINUTES. THE MOTION PASSED UNANIMOUSLY.
<b>3. Executive Director's Report</b>  A. Summary of Executive Accomplishments  B. Operating Budget/Scholarship Fund: Presentation on 1 <sup>st</sup> Quarter Fiscal Year 2020 Expenditures/Revenue	<p>Ms. Dockery invited Ms. Hildebrand to deliver the Executive Director's report.</p> <p>Ms. Hildebrand provided a summary of the information contained in the Executive Director's report beginning on page 19 of the Board materials and referred the Board to those materials as a supplement to her verbal presentation. She discussed highlights from the report, including the office relocation, the NCARB Model Law Task Force and the ongoing CAPPs project.</p> <p>She stated that staff had been meeting with CAPPs personnel twice a week until recently. She shared particular praise for Dale and Matthew, who wrote a program to ensure compatibility between CAPPs and our licensing database that was very well-received by CAPPs personnel.</p> <p>Additionally, Ms. Hildebrand highlighted TBAE's cooperation with sister SDSI agencies. This included the Accountancy Board, with whom we will be leasing office space. Additionally, we have assisted the Accountancy Board with their adoption of a fingerprint requirement for licensing. TBAE is also collaborating with TBPELS on the digital model workgroup.</p> <p>Ms. Hildebrand reminded the Board that the NCARB National Meeting would be held in Austin in June, which she was hoping the Board members would be able to attend.</p> <p>Ms. Hildebrand referred the Board to the reports on pages 21 and 22, the budget on page 23, and the scholarship information on page 24, and provided a summary and analysis of relevant portions of those materials.</p>
<b>4. Office Relocation Update</b>	<p>Ms. Hildebrand provided an update on the office relocation.</p> <p>She stated that TBAE had executed a lease for the new space on Huntland Drive near Highland Mall. She said that the agency will have its own suite but will be sharing two suites with the Accountancy Board. She explained that the lease was complicated due to the fact that the agency is moving into a private building versus a state building and the State does not pay taxes. She also mentioned that TBAE had to execute an interagency contract with the Accountancy Board in order to utilize the two suites that</p>

	<p>the agency had leased. She explained that the total rent would be \$135,000 per year which is approximately \$35,000 more than what the current lease space costs.</p> <p>Ms. Dockery inquired whether parking was included in the lease price and Ms. Hildebrand confirmed that it was.</p> <p>Ms. Hildebrand identified additional costs associated with the move, including the cost for communications and utilities, the installation of a security system, a security deposit and the actual move itself.</p> <p>Lastly, Ms. Hildebrand addressed the location of TBAE’s servers. Initially, she had planned to build-out a server room in the new office, but after further consideration, she determined that the best course of action would be to house the servers at the State Data Center, where TBAE would rent space from DIR. She determined that this would be a safe, cost-effective solution. Longer term, Ms. Hildebrand forecasted that the servers would be moved to the cloud.</p> <p>Ms. Hildebrand stated that she hoped to use as much of the agency’s furniture as possible. However, she noted that the furniture line had been discontinued, so if additional pieces were needed it might be challenging.</p> <p>Ms. Dockery noted that the agency did have money available in the fund balance and suggested that Ms. Hildebrand create a budget for new furniture since the agency is moving into new space.</p> <p>Mr. Wetmore agreed that purchasing new furniture might be advisable and stated that was usual practice when moving into a new space.</p> <p>Ms. Walker asked how the number would change for the SWCAP payment. Ms. Hildebrand explained it is difficult to calculate, because the payment is partly for office space and partly for state services. As a comparison, the TBPELS, which owns its building, pays \$10,000 for SWCAP. Ms. Hildebrand predicted that it would be about the same for TBAE after the move.</p> <p>Mr. Liles confirmed that the SWCAP payment is for state services and the amount is based upon the number of transactions an agency makes.</p>
<p><b>5. Board Member Learning and Envisioning</b></p>	<p>Ms. Dockery asked Ms. Hildebrand to present agenda item 5.</p> <p>Ms. Hildebrand first addressed strategic planning. She stated that TBAE had received new instructions on submitting strategic plans, which came through just as the agenda was being prepared. Now that she had reviewed the new instructions, she had determined that the requirements were basically the same as before, other than the new requirement that the customer service survey be submitted along with the strategic plan.</p>



	<p>Ms. Dockery invited Mr. Alvarado to present information to the Board on the examination eligibility process.</p> <p>Mr. Alvarado provided a summary of the information contained in the Board materials beginning on page 59 of the Board materials and referred the Board to those materials as a supplement to his verbal presentation.</p> <p>Ms. Dockery asked about the proof of legal status. She asked if it meant that they are a U.S. citizen? Mr. Alvarado confirmed the applicant must be a U.S. citizen or be allowed to work in the U.S. through a work visa or green card.</p> <p>Ms. Dockery asked what NCARB charges an applicant? Mr. Alvarado replied that the application fee at NCARB is \$100 to start the whole process with an \$85 annual maintenance fee.</p> <p>Ms. Smith asked what EESA means? Mr. Alvarado responded that it is the credentialing service to evaluate an architecture degree from a foreign country. Ms. Dockery stated that she believed that the acronym stands for Education Evaluation Services Agency.</p> <p>Ms. Dockery asked whether direct application was available through NCARB or CLARB? Mr. Alvarado replied that applicants were required to apply through TBAE.</p> <p>Ms. Hildebrand explained that the law changed for interior designers in 2017, which adopted the CDIQ requirements as the requirements for registration at TBAE. For that reason, the TBAE rules were amended to provide that an applicant finishes the application and exam process with CIDQ prior to applying with TBAE.</p> <p>Ms. Salazar stated that, under the law change, applicants are able to become registered through any of the six different paths identified by CIDQ to be able to sit for the exam. Ms. Salazar asked whether this system works better?</p> <p>Mr. Alvarado confirmed that it is more efficient to license. He stated that fingerprinting takes longer than anything else.</p> <p>Ms. Dockery asked whether there was any move from NCARB or CLARB for them to adopt "direct registration" procedures. Ms. Hildebrand stated that these organizations would prefer that member boards utilize direct registration so that the organizations could maintain control and make the decisions. She stated that she recently had a meeting with CLARB and they presented a similar process. For that reason, she asked Mr. Alvarado to make this presentation to the Board to provide information on the current procedures and get direction from the board regarding concerns or goals in order to review registration processes. She requested feedback from the</p>
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	<p>Board on how to proceed further and stated that staff could analyze the Board’s feedback and present a recommendation based on that feedback.</p> <p>Ms. Dockery noted the differences in eligibility rules for the 54 architect jurisdictions and expressed concern whether NCARB would be able to keep all of these requirements straight and make appropriate determinations according to Texas requirements if direct registration were adopted.</p> <p>Mr. Wetmore inquired as to how this would affect TBAE’s evaluation of the candidates if they are all pre-approved? Ms. Hildebrand stated that the agency would do its evaluation at the time that they applied for registration.</p> <p>Ms. Dockery stated that although it sounded like an efficient process, there were many concerns and she would be interested in seeing the research. Ms. Dockery expressed her preference that the agency has direct communication with its candidates during the examination process.</p>
<p><b>6. Proposed Rules for Adoption</b></p>	<p>Mr. Brenton provided the Board with an update on the process for proposing and adopting rules under the governor’s revised rulemaking review procedures, effective June 2019. Under that procedure, TBAE provides the Governor’s office with a full copy of the notice of proposed rulemaking following a Board meeting in which the Board votes to propose a rule, but before the Board adopts the rule. Due to the Christmas holidays and negotiating the new lease space, Mr. Brenton was only able to submit one of the four proposals that the Board approved during the November Board meeting in time for the Board’s consideration at this meeting. The other three would be presented at the May Board meeting.</p> <p>Ms. Hildebrand explained that the proposed rules changes were a direct result of legislative changes; therefore, she does not anticipate a delay in getting approval from the Governor’s office. However, she suggested that proposed rules that are not the result of legislative changes may take more time to be reviewed by the Governor’s office. There might be some rules that take three meetings to process a proposed rule rather than a two-meeting process. Mr. Brenton stated that it remained to be seen how quickly the Governor’s office reviewed proposed rules.</p> <p>Mr. Brenton then addressed the proposed rules for adoption. He referred the Board to the summary and associated Board materials for this rulemaking action beginning on page 64. He summarized those materials, provided staff’s recommendation, and invited any questions or comments from the Board.</p> <p>A MOTION WAS MADE AND SECONDED (Davis/Smith) TO APPROVE THE PROPOSED AMENDMENTS TO 22 TEX. ADMIN. CODE §§ 1.29, 3.29, and 5.39, INCLUDING THE REVISED LANGUAGE IN SUBSECTIONS (c)(2)(A),(B),&amp;(C), FOR FINAL ADOPTION.</p>

	Ms. Dockery called for the vote. THE MOTION PASSED UNANIMOUSLY.
<b>7. Enforcement Cases Review and possibly adopt ED's recommendation in the following enforcement cases:</b>	Ms. Dockery asked Mr. Brenton to present the first case.
<b>7A. Registrant/Non-Registrant Cases:</b>	<p><b>Aloway, Steven Joe (#425-18A)</b> Mr. Brenton provided a summary of this matter as described on page 76 of the Board materials.</p> <p>A MOTION WAS MADE AND SECONDED (Davis/Wetmore) TO ENTER AN ORDER WHICH ADOPTS THE FINDINGS OF FACT, CONCLUSIONS OF LAW, AND ADMINISTRATIVE PENALTY OF \$1,000 AS SET FORTH IN THE REPORT AND NOTICE OF VIOLATION DATED DECEMBER 11, 2019. THE MOTION PASSED UNANIMOUSLY.</p> <p><b>Purser, Donald (#036-20A)</b> Mr. Brenton provided a summary of this matter as described on page 77 of the Board materials.</p> <p>A MOTION WAS MADE AND SECONDED (Davis/Walker) TO ENTER AN ORDER WHICH ADOPTS THE FINDINGS OF FACT, CONCLUSIONS OF LAW, AND ADMINISTRATIVE PENALTY OF \$1,000 AS SET FORTH IN THE REVISED REPORT AND NOTICE OF VIOLATION DATED JANUARY 10, 2020. THE MOTION PASSED UNANIMOUSLY.</p>
<b>7B. Continuing Education Cases:</b>	<p>The Board considered and voted upon the continuing education cases as a group.</p> <p>A MOTION WAS MADE AND SECONDED (Wetmore/Trevino) TO ENTER AN ORDER WHICH ADOPTS THE FINDINGS OF FACT, CONCLUSIONS OF LAW, AND ADMINISTRATIVE PENALTIES AS SET FORTH IN THE REPORT AND NOTICES OF VIOLATION FOR EACH OF THE FOLLOWING CONTINUING EDUCATION CASES:</p> <p><b>Case #018-20A – Batoon, Hyderick DeLeon, Arch #13604</b>  <b>Case #047-20I – Cadwallader, Paul D., RID #424</b>  <b>Case #006-20A –Keller, Michael Roy, Arch #18068</b>  <b>Case #049-20I - Mahurin, Robert L., RID #6671</b>  <b>Case #050-20I – McGowen, Peggy, RID #4868</b>  <b>Case #008-20I - Lopez, Richard Daniel RID #11247</b>  <b>Case #249-19L – Taylor, Robert Matthew, LArch #2849</b></p>

	<p>Ms. Smith noted that there were fewer enforcement cases on the agenda for this Board meeting. She asked how staff processed the continuing education cases. Mr. Alvarado replied that a percentage of renewals are audited every month, and out of these audited individuals, those found to be in violation are forwarded to enforcement. Mr. Brenton confirmed that the number found to be in violation fluctuated from quarter to quarter, but the rate of violation is quite low for continuing education cases.</p> <p>Ms. Dockery called for the vote. THE MOTION PASSED UNANIMOUSLY.</p>
<p><b>8. Resolution Honoring Jim W. Sealy, FAIA</b></p>	<p>In honor of Jim Sealy’s retirement as an expert witness for the Board, Ms. Dockery read the following proclamation honoring Mr. Sealy.</p> <p>“Be it known that Jim W. Sealy, FAIA, NCARB, HFES, HON ICC, has distinguished himself by his decades of dedicated service to the profession and the practitioners of Architecture in the State of Texas; and</p> <p>WHEREAS, Mr. Sealy is a native Texan, hailing from the city of Hutchins in Dallas County; and</p> <p>WHEREAS, Mr. Sealy graduated from the University of Oklahoma at Norman, Oklahoma, earning a Bachelor of Architecture degree; and</p> <p>WHEREAS, Mr. Sealy has been a Registered Architect with the State of Texas since 1967; and</p> <p>WHEREAS, Mr. Sealy was admitted to the College of Fellows of the American Institute of Architects in 1993; and</p> <p>WHEREAS, Mr. Sealy has been awarded numerous Lifetime Achievement Awards, including those from the American National Standards Institute, the National Institute of Standards and Technology, the Dallas Chapter of the American Institute of Architects, the International Code Council, and received the Sm. H. May Award for outstanding service to the disabled community; and</p> <p>WHEREAS, Mr. Sealy has, since 2004, provided Expert Witness services to the Texas Board of Architectural Examiners in numerous enforcement cases wherein his vast institutional knowledge and expertise were instrumental in their fair and equitable resolution;</p> <p>Now, therefore, be it RESOLVED that the Texas Board of Architectural Examiners, in Formal Meeting assembled this 20<sup>th</sup> day of February 2020, does publicly acknowledge its appreciation of outstanding service to the state of Texas and professional relations with this Board and have voted unanimously for this RESOLUTION OF APPRECIATION To Jim W. Sealy, and have caused a copy of this Resolution to be included within the minutes of this Board.”</p>

	<p>Signed by Debra Dockery, FAIA, Chair, Bob Wetmore, AIA, Vice-Chair and Joyce Smith, CPA, CGMA, Secretary/Treasurer.</p> <p>THE BOARD APPROVED THE PROCLAMATION BY ACCLAMATION.</p> <p>Ms. Hildebrand explained that TBAE wanted to formally recognize Mr. Sealy’s work. She stated that Mr. Stamps will hand-deliver the proclamation to him.</p>
<p><b>9.</b> <b>Digital Model Initiative</b></p>	<p>Ms. Dockery provided a report to the Board on a recent meeting of the Digital Model Task Force, organized by the Texas Board of Professional Engineers and Land Surveyors to review signing and sealing digital models as well as other issues surrounding building information modeling. Ms. Dockery began by describing some of the new possibilities relating to the use of 3D BIM models, as well as some of the challenges for the regulatory community. Ms. Dockery summarized the discussions that took place at the meeting and identified next steps to be taken as the group continued to meet. This included bringing in additional interested parties to share their perspectives on the issue, such as building officials who might someday require the submission of these models during permit review, as well as larger architecture and engineering firms who are on the forefront of the use of these models in current practice. Ms. Dockery noted that the group is very much in the information-gathering stage and looks forward to learning as much as we can.</p> <p>Ms. Dockery invited Board members to volunteer for service on the task force or to reach out to Ms. Hildebrand to provide names of individuals who may be able to provide assistance.</p>
<p><b>10.</b> <b>Freedom by Design Service Project</b></p>	<p>Ms. Dockery explained that this topic is just informational. She stated that UTSA is participating in the Freedom by Design Service Project by building an ADA ramp for a client and making the home accessible and has invited Board member participation. She wanted to notify the Board of the volunteer opportunity.</p>
<p><b>11.</b> <b>Board Committee Appointments</b> Rules Committee &amp; Legislative Review Committee</p>	<p>Ms. Dockery proposed that the committees remain intact until the elections can be held in May.</p> <p>She stated that the following individuals would continue serving on the committees:</p> <p>Jennifer Walker will continue to serve as Chair on the Rules Committee along with members Joyce Smith and Fernando Trevino.</p>

	<p>Bob Wetmore will continue to serve as Chair of the Legislative Committee along with members Rose Salazar and Chase Bearden.</p>
<p><b>12. Upcoming Board Meetings</b></p>	<p>Ms. Dockery stated that the following dates have been approved for 2020 as follows: May 21, August 25 and November 19.</p>
<p><b>13. Board Member Comments/Future Agenda Items</b></p>	<p>Ms. Dockery asked if the Board members had any comments or suggestions on future agenda items.</p> <p>Ms. Salazar said that she was asked to serve on the CIDQ task force for the Interior Designers Experience Program. She stated that the CIDQ president is evaluating the program and determining whether improvements could be made. She stated that they had had several phone meetings and planned to meet in May and hoped to provide a report by July. Ms. Dockery thanked Ms. Salazar for her service on the task force.</p>
<p><b>14. Report on Conferences and Meetings</b>  A. 2019 Government Law &amp; Liability Conference – Austin, TX  B. Joint NCARB, CLARB, NCIDQ, NCEES New Board Member &amp; Executive Orientation – Washington DC</p>	<p>Ms. Smith stated that she attended the 2019 Government Law &amp; Liability Conference along with Mr. Brenton. Ms. Smith said it was a very good conference and she was pleased to learn more about the Public Information Act and agency rulemaking. The keynote speaker was Comptroller Glen Hegar, who gave a very good presentation which included an interesting fact that Texas is the tenth biggest economy in the world. She also enjoyed a report from the Department of Information Services about videoconferencing for agency board meetings.</p> <p>Mr. Brenton commented that this was always a very informative meeting and that it offered a wealth of information for staff to rely upon, both through the presentations and notes provided at the meeting but also being able to identify knowledgeable attorneys he might be able to contact in the future if an issue arose.</p> <p>Ms. Dockery asked whether there would be a push in the future to have the board meetings via videoconferencing. Ms. Hildebrand noted that the cost of holding such meetings are high and that most of the agencies she had seen use the technology were the larger agencies due to that fact.</p> <p>Ms. Smith said that she attended the Joint NCARB, CLARB, NCIDQ, NCEES New Board Member and Executive Orientation. She said that each organization conducted a review of their rules and certification procedures and identified volunteer and leadership opportunities. She also received information on board member responsibilities, board operations, and the regulatory environment. On this topic, she shared documentation that she received at the conference with the Board members and referred them as well to videos on the CLARB and CIDQ websites.</p>

<p><b>Report on Upcoming Conferences and Meetings</b></p> <p>A. NCARB Regional Summit – Cambridge, MA</p> <p>B. Texas ASLA Conference – San Antonio, TX</p> <p>C. Personal Financial Statement Filing Deadline – April 30<sup>th</sup></p>	<p>Ms. Dockery stated that the NCARB Regional Meeting would be held March 5-6 in Cambridge, MA. Ms. Dockery, Mr. Brenton and Ms. Smith would be attending the conference.</p> <p>Also, the Texas ASLA Conference will be held in San Antonio on April 7<sup>th</sup>.</p> <p>Ms. Dockery stated that Personal Financial Statements were due on April 30<sup>th</sup>.</p>
<p><b>15. Adjournment</b></p>	<p>A MOTION WAS MADE AND SECONDED (Davis/Smith) TO ADJOURN THE MEETING AT 11:35 A.M. THE MOTION PASSED UNANIMOUSLY.</p>

APPROVED BY THE BOARD:

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DEBRA J. DOCKERY, FAIA  
Chair, TEXAS BOARD OF ARCHITECTURAL EXAMINERS

## TBAE Staff Accomplishments: May 2020 Board Meeting

### February

- CAPPS – Prototyping and Conversion Meetings – Finance (weekly)
- CLARB Meeting – Rethink Regulation
- NCARB Model Law Task Force Meeting
- Certified Ethical Hacker Training – IS
- AIA Ft. Worth Webinar – Glenn and Enforcement
- TBAE Board Meeting
- Using ARPL Tools and Messages for Effective State Engagement
- TCU Interior Design Program - Glenn
- Office Space Plan and Furniture, Fixtures, Equipment and Moving Estimates
- Office Construction Documents

### March

- CAPPS – Prototyping and Conversion and User Security Meetings – Finance
- NCARB Regional Summit – Lance, Debra and Joyce
- CLARB Board of Director’s Meeting
- Business Continuity Planning and Execution – COVID-19 Pandemic
- Work from Home Instituted
- Joint ASLA/CLARB Legislative Web Summit
- Led NCARB/CLARB/CIDQ MBE Townhall
- Daily Updates to Governor
- Weekly Managers Meetings
- Office Space Plan and Furniture, Fixtures, Equipment, Moving and Communications Estimates
- Office Construction Documents

### April

- Texas ASLA Conference – Cancelled
- CAPPS – User Security Meetings, User Acceptance Testing Kickoff – Finance
- CLARB Annual Meeting Agenda Planning Meeting
- NCARB Pre-Board of Directors Meeting
- NCARB MBE/Staff Open Call
- Release Customer Service Survey
- Continue Work from Home and Business Continuity Planning
- Virtual Board Meeting Training and Planning
- Daily Updates to Governor
- Weekly Managers Meetings
- Weekly SDSI Executive Meetings
- Weekly State of Texas Regulatory Executive Meetings
- Office Space Plan and Furniture, Fixtures, Equipment, Moving and Communications Estimates





- Office Construction Documents, Permitting and Bidding
- CAPPS – User Acceptance Testing – Finance (Weekly)
- LAAB Standards Review
- CLARB Virtual Board of Directors Meeting
- NCARB Model Law Task Force Meeting
- TBAE Board Meeting
- Continue Work from Home and Business Continuity Planning
- Virtual Board Meeting Training and Planning
- Daily Updates to Governor
- Weekly Managers Meetings
- Weekly SDSI Executive Meetings
- Weekly State of Texas Regulatory Executive Meetings
- Cabling Estimates
- Office Permitting and Bidding
- Office Build-Out – Weekly Construction Manager and Furniture Meetings



- CAPPS – User Acceptance Testing – Finance (Weekly)
- NCARB Virtual Annual Business Meeting
- CLARB Virtual Board of Directors Meeting
- Strategic Plan Due
- Continue Work from Home and Business Continuity Planning
- Daily Updates to Governor
- Weekly Managers Meetings
- Weekly SDSI Executive Meetings
- Weekly State of Texas Regulatory Executive Meetings
- Office Build-Out – Weekly Construction Manager and Furniture Meetings



- CAPPS – User Acceptance Testing – Finance (Weekly)
- CLARB Virtual Board of Directors Meeting
- Office IT, Furniture, Fixtures and Equipment Installed
- Office Move-In



- CAPPS – Soft Go-Live – Finance
- TBAE Board Meeting



- CLARB Board of Directors Meeting
- CLARB Annual Meeting and 50<sup>th</sup> Anniversary – New York City (Virtual)

Applicants		New Registrants		Registrants (active)		The Rest
<b>733</b> Fiscal Year to Date	-329 Year-over-Year	<b>630</b> FYTD	-277 YOY	<b>19,458</b> As of month ended	+414 YOY	A survey of the Registration Division's additional accomplishments and activities

By-examination applications received FYTD, by profession:

Architect:	294
RID:	31
LA:	75
<b>Subtotal:</b>	<b>400</b>

By-examination registrations issued FYTD, by profession:

Architect:	198
RID:	72
LA:	24
<b>Subtotal:</b>	<b>294</b>

### Architects

Resident:	8,655
<u>Nonresident:</u>	<u>5,048</u>
<b>Subtotal:</b>	<b>13,703</b>

**2,181**

exam results received FYTD  
1,975 Arch | 0 RID | 206 LA

Reciprocal applications received FYTD, by profession:

Architect:	290
RID:	6
LA:	37
<b>Subtotal:</b>	<b>333</b>

Reciprocal registrations issued FYTD, by profession:

Architect:	297
RID:	6
LA:	33
<b>Subtotal:</b>	<b>336</b>

### RIDs

Resident:	3,772
<u>Nonresident:</u>	<u>263</u>
<b>Subtotal:</b>	<b>4,035</b>

**822**

Continuing Education audits conducted FYTD

**33**

referred to Investigations FYTD

## About this report

**FYTD:** Fiscal Year to Date. Compares current data to that of the beginning of the current fiscal year.

**YOY:** Year-over-Year. Compares current data to that of 12 months prior.

### Landscape Architects

Resident:	1,223
<u>Nonresident:</u>	<u>497</u>
<b>Subtotal:</b>	<b>1,720</b>

**14**

scholarship applications approved FYTD

### All registrants

Resident:	13,650
<u>Nonresident:</u>	<u>5,808</u>
<b>Total:</b>	<b>19,458</b>

**89**

Certificates of Standing issued FYTD

Cases Opened		Cases Dismissed		Days to Investigate a Case		Cases Resolved (as of month ended)	
<b>155</b> Fiscal Year to Date	<b>-73</b> Year-over-Year	<b>93</b> FYTD	<b>-67</b> YOY	<b>36</b> April, 2020	<b>70</b> FY Average to Date	<b>50</b> Warning(s) by Executive Director	<b>0</b> Voluntary Surrender(s)
<b>97</b> Case(s) referred to Legal		<b>Dismissal details</b>  TDLR: 85 Other: 8*  *e.g. No evidence; not a violation.		<b>Context</b>  Typical target: 115-330 (2018-19) SDSI avg. actual: 110 (2018)		<b>26</b> Disciplinary Action(s) by Board	<b>63</b> *Notice(s) of Violation
						<b>3</b> *Complaint(s) Filed at SOAH	<b>0</b> *Informal Conference(s)

\*Matters are ongoing and not yet resolved

Customer Service		Newsletter		Employee Engagement		Contact volume (to front desk alone)	
<b>22,915</b> Customers surveyed	<b>1,234</b> Responses	<b>85%</b> Read at least half (2018)	<b>21,000+</b> Recipients	<b>439</b> Most recent score (2020)	<b>419</b> Avg. score since 2010	<b>252</b> Calls (April)	<b>115</b> Emails (April)
<b>94%</b> Customer satisfaction (2020)		<b>"Disciplinary Actions"</b> Most-read topic (2018)		<b>Strengths:</b>  Supervision Strategic Workplace	<b>Weaknesses:</b>  Pay Benefits Development	<b>Avg. monthly calls FYTD:</b> <b>357</b>	<b>Avg. monthly emails FYTD:</b> <b>79</b>

**Texas Board of Architectural Examiners  
Actual 2020 Budget**

	FY 2020 Approved Budget	FY 2020 Expenditures as of 2-29-20	FY 2020 Percentage Earned/Spent
<b>Revenues:</b>			
Licenses & Fees	\$ 2,852,329	\$ 1,456,868	51.08%
Business Registration Fees	\$ 127,000	\$ 66,668	52.49%
Late Fee Payments	\$ 135,000	\$ 76,603	56.74%
Other	\$ 5,000	\$ 1,097	21.94%
Interest	\$ 44,000	\$ 25,633	58.26%
<b>Potential Draw on Fund Balance</b>	<b>\$ -</b>		
<b>Total Revenues</b>	<b>\$ 3,163,329</b>	<b>\$ 1,626,868</b>	<b>51.43%</b>
<b>Expenditures:</b>			
Salaries and Wages	\$ 1,688,262	\$ 818,241	48.47%
Payroll Related Costs	\$ 584,067	\$ 277,660	47.54%
Professional Fees & Services	\$ 30,000	\$ 9,660	32.20%
Travel			
Board Travel	\$ 24,000	\$ 8,506	35.44%
Staff Travel	\$ 19,000	\$ 8,997	47.35%
Office Supplies	\$ 9,000	\$ 2,244	24.93%
Postage	\$ 12,000	\$ 5,482	45.68%
Communication and Utilities	\$ 18,000	\$ 8,908	49.49%
Repairs and Maintenance	\$ 1,000	\$ 176	17.60%
SWCAP Payment with Office Rental	\$ 116,000	\$ 76,261	65.74%
Equipment Leases--Copiers	\$ 8,000	\$ 2,722	34.03%
Printing	\$ 9,000	\$ 2,288	25.42%
Operating Expenditures	\$ 28,000	\$ 24,408	87.17%
Registration Fees--Employee Training	\$ 10,000	\$ 10,055	100.55%
Membership Dues	\$ 21,000	\$ 13,075	62.26%
Payment to GR	\$ 510,000	\$ 255,000	50.00%
<b>IT Upgrades</b>	<b>\$ 55,000</b>	<b>\$ 36,408</b>	<b>66.20%</b>
<b>Information Security</b>	<b>\$ 21,000</b>	<b>\$ 965</b>	<b>4.60%</b>
<b>Total Expenditures</b>	<b>\$ 3,163,329</b>	<b>\$ 1,561,056</b>	<b>49.35%</b>
<b>Excess/ (Deficiency) of Rev over Exp.</b>	<b>-</b>	<b>\$ 65,812</b>	<b>2.08%</b>

<b>Funding for 8 months</b>	<b>\$ 2,108,675</b>
<b>Excess Fund Balance</b>	<b>\$ 988,732</b>
<b>Total Fund Balance</b>	<b>\$ 3,097,407</b>

Administrative Penalties Collected \$ 40,700.04

General Revenue Collected \$ -

**Texas Board of Architectural Examiners  
Fiscal Year 2020 Budget  
Scholarship Fund**

	FY 2020 Budget	FY 2020 Actual Sept. 1, 2019-- December 31, 2019
<b>Operating Fund Beginning Fund Balance:</b>	-	-
<b>Adjusted Beginning Balance</b>	-	-
<b>Scholarship Fund Beginning Balance</b>	\$ 69,919.23	
<b>Total Beginning Scholarship Fund Balance</b>	\$ 69,919.23	\$ 69,919.23
<b>Revenues:</b>		
Scholarship Fees	-	\$ 18,165.94
<b>Total Revenues</b>	-	\$ 18,165.94
<b>Expenditures:</b>		
Operating Expenditures-Scholarship Payments		\$ 5,580.80
<b>Total Expenditures</b>		\$ 5,580.80
<b>Excess/(Deficiency) of Rev. over Exp.</b>	\$ 69,919.23	\$ 82,504.37
<b>Fund Balance</b>	<b>\$ 69,919.23</b>	<b>\$ 82,504.37</b>

Number of Scholarships Awarded

11

Frequency per Fiscal Year----September 30, January 31, and May 31

## **TBAE Mission**

The mission of the Texas Board of Architectural Examiners (TBAE) is to serve the State of Texas by protecting and preserving the health, safety, and welfare of the Texans who live, work, and play in the built environment through the regulation of the practice of architecture, landscape architecture, and interior design. TBAE's mission is grounded in its enabling statutes, Chapters 1051 – 1053 of the Texas Occupations Code.

TBAE's Strategic Plan ensures that the agency not only carries out its mission, but also is:

1. Accountable to the public who uses and inhabits the built environment, registrants, and all other stakeholders.
2. Efficient by producing maximum results with no waste of collected funds and by identifying any function or provision that is redundant or not cost effective.
3. Effective by successfully fulfilling core functions, achieving performance measures, and implementing plans to continuously improve.
4. Attentive to providing excellent customer service.
5. Transparent such that agency actions can be understood by any Texan.

## **About TBAE**

### **A. Agency Overview and Organizational Aspects**

TBAE operates under the Self-Directed, Semi-Independent (SDSI) program established by the 77<sup>th</sup> Texas Legislature. TBAE's participation in SDSI removes the agency from the appropriations process, ensures accountability to stakeholders, and requires the agency to operate as a business. SDSI agencies must adopt their own budgets and establish registration fees to cover all operational costs. Additionally, each agency submits an annual payment (\$510,000 in TBAE's case) to the general revenue fund.

TBAE is overseen by a Board of nine gubernatorial appointees. Four Board members are registered architects, three are public members, one is a registered interior designer, and one is a registered landscape architect. The Chair is selected by the Governor from among the Board members, and typically the group meets four times a year to make or amend rules and decide enforcement cases.

TBAE has a staff of 19 full-time equivalent positions and operates with an annual budget of \$3.2M. TBAE Staff is divided into three broad functional units: Registration, Enforcement, and Administration. Each division is responsible for executing particular operational aspects of the Board's statutory charge and mission. While separation of the units allows staff to fully engage in their respective areas of expertise, close collaboration and cross-training allows the agency as a whole to remain flexible for most any event.

### **B. Current Year Activities**

Through the second quarter of fiscal year 2020, TBAE is operating under a balanced budget. As a result, for the sixteenth year in a row, TBAE did not raise registration fees. With such fiscal responsibility, TBAE has a healthy fund balance at 98% of its annual budget.

Looking at registration trends on April 30, 2020, TBAE has seen a 2.8% annual increase for active architect registrants, a 0.2% annual increase for active registered interior designers and a 2.3% increase for active

landscape architect registrants. The increase in active registrants has slowed since FY18 and with the impact of COVID-19 is likely to continue to slow and could possibly result in a decrease of active registrants.

In the enforcement unit, TBAE is on track to open approximately 232 complaints in FY20. This number is much less than FY18 due to a decrease in cases received from the Texas Department of Licensing and Regulation related to Architectural Barriers. Through April 30, 2020, the enforcement unit has closed 185 cases, with 26 resulting in disciplinary action by TBAE. This pace should keep us on track to avoid a backlog in cases.

TBAE staff worked to implement all relevant legislation from the 86<sup>th</sup> Session, including the promulgation of rules related to student loan defaults, temporary licensure of certain military spouses, the effect of certain criminal offenses on eligibility for registration, and the elimination of administrative and criminal penalties for nonregistered individuals engaging in certain violations of Chapter 1053 of the Occupations Code . Staff has focused significant amounts of time this fiscal year on its transition to CAPPs-Financial and will be prepared for the final transition this summer. Staff also focused a significant amount of time on a required move from the state-owned Hobby building to a private lease. Lastly, and most recently, TBAE has worked to respond with modifications both to internal operations and to the needs of the citizens of Texas affected by the COVID-19 pandemic.

### **C. External/Internal Assessment Issues and Trends**

In conducting an external/internal assessment, the Board collected and analyzed information from several sources including an Industry Environmental Scan, Customer Service Survey, Survey of Employee Engagement, and a Staff Strategic Planning Session. The Board conducted a thorough analysis of its past, current, and future position and its expectations for external and internal change. The following current and future major issues may affect the Board's operations and results in meeting the needs of its stakeholders.

- Use of Technology by the Professions
- Increase of Multidisciplinary Approach to Design and Large Firms
- Mobility of Registrants and the Need for Minimal Barriers and Alternative Paths to Practice
- Environmental and Societal Shifts' Effect on Design, Including Climate Change and Pandemic Mitigation
- The Role of Cybersecurity to Protect Individual Security
- Workforce Demographics

## TBAE Operational Goals and Action Plans

**Registration Goal: TBAE will administer a registration program to ensure that only qualified professionals become registered in Texas.**

### **Specific Action Items to be Achieved Throughout the Strategic Plan Period**

1. Ensure the professional qualifications of those practicing the regulated professions by setting appropriate requirements for education, experience, and examination.
2. Increase public and professional awareness of TBAE's mission, activities and services to ensure voluntary compliance with the regulatory requirements and protection of the public health, safety, and welfare.
3. Foster relationships with related organizations in order to facilitate consistent regulation of the professions and further the Board's mission and goals.
4. Anticipate and respond to an evolving registrant pool, with specific attention to the following factors:
  - changing demographics of registrants, exam candidates, and future professionals; and
  - reducing barriers to registration, alternative paths to registration and registrant mobility.
5. Review the current use of technology in the regulated professions and by the agency to ensure that state laws, rules, and services are keeping pace with the impacts of technology, and to improve operational efficiency, effectiveness, and customer service.
6. Improve data collection and analysis to allow the Board and agency to better evaluate the successes and challenges of the agency's various services.
7. Continue to monitor and update TBAE rules to ensure alignment and relevancy and eliminate redundancies and impediments.
8. Enhance organizational effectiveness and improve the quality of customer service in all programs, by reviewing state and national standards with the aim of continuous operational improvement. TBAE will look to maximize administrative leanness, while not sacrificing agency agility and responsiveness.
9. Ensure that disaster preparedness and leadership succession planning are strong and that cross-component working groups are developed to ensure the continuity of agency effectiveness and efficiency.
10. Protect fiscal soundness through policies, procedures, and preparation for expected revenue and expenditure fluctuations, with a focus on linking revenues to expenditures.
11. Ensure TBAE's cybersecurity standards are sufficient to protect individuals' private information from being compromised.
12. Ensure TBAE's ability to meet its mission by identifying various risk indicators and creating proactive efforts to mitigate the most significant risks.

**TBAE's Registration Goal and Action Plan Supports Each Statewide Objective**  
Accountable • Efficient • Effective • Transparent • Customer Service

All of the Statewide Objectives were considered as a roadmap in developing the Action Items listed above. Each Action Item speaks directly to at least one Statewide Objective, and most address more than one Statewide Objective. Taken together, the Action Items pursuant to the Registration Goal make great strides toward bolstering all of the State's Objectives and toward high performance overall.



**Enforcement Goal: TBAE will protect the public health, safety, and welfare with an effective, responsive, and consistent enforcement program.**

**Specific Action Items to be Achieved Throughout the Strategic Plan Period**

1. Ensure that all complaints and known violations are investigated and appropriate voluntary or disciplinary action is taken against all violators.
2. Investigate and prosecute complaints in a thorough and timely manner.
3. Pursue compliance with disciplinary actions and conditions.
4. Establish regulatory standards of practice for the regulated professions.
5. Increase public and professional awareness of TBAE's mission, activities, and services to ensure a better understanding of the regulatory requirements, voluntary compliance with the regulatory requirements and protection of the public health, safety, and welfare.
6. Foster relationships with related organizations in order to facilitate consistent regulation of the professions and further the Board's mission and goals.
7. Review the current use of technology in the regulated professions and by the agency to ensure that state laws, rules, and services are keeping pace with the impacts of technology, and to improve operational efficiency, effectiveness, and customer service.
8. Review external issues and trends that will have the highest impact on the regulation of professionals to ensure that state laws, rules, and services are keeping pace with the profession.
9. Improve data collection and analysis to allow the Board and agency to better evaluate the successes and challenges of the agency's various services.
10. Continue to monitor and update TBAE rules to ensure alignment and relevancy and eliminate redundancies and impediments.
11. Enhance organizational effectiveness and improve the quality of customer service in all programs, by reviewing state and national standards with the aim of continuous operational improvement. TBAE will look to maximize administrative leanness, while not sacrificing agency agility and responsiveness.
12. Ensure that disaster preparedness and leadership succession planning is strong and that cross-component working groups are developed to ensure the continuity of agency effectiveness and efficiency.
13. Protect fiscal soundness through policies, procedures, and preparation for expected revenue and expenditure fluctuations, with a focus on linking revenues to expenditures.
14. Ensure TBAE's cybersecurity standards are sufficient to protect individuals' private information from being compromised.
15. Ensure TBAE's ability to meet its mission by identifying various risk indicators and creating proactive efforts to mitigate the most significant risks.

**TBAE's Enforcement Goal and Action Plan Supports Each Statewide Objective**  
Accountable • Efficient • Effective • Transparent • Customer Service

All of the Statewide Objectives were considered as a roadmap in developing the Action Items listed above. Each Action Item speaks directly to at least one Statewide Objective, and most address more than one Statewide Objective. Taken together, the Action Items pursuant to the Enforcement goal make great strides toward bolstering all of the State's Objectives and toward high performance overall.

## Redundancies and Impediments

<b>Service, Statute, Rule or Regulation (Provide Specific Citation, if applicable)</b>	<b>Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations</b>	<b>Provide Agency Recommendation for Modification or Elimination</b>	<b>Describe the Estimated Cost Savings or Other Benefit Associated with the Recommended Change</b>
<p>Annual \$510,000 SDSI payment, Tex. Gov't Code 472.102(c)</p> <p>Remittance of all administrative penalties to General Revenue, Tex. Gov't Code 472.110(d)</p>	<p>Expenditures, most of which are fixed, are set to outpace revenues in coming years. Absent a reduction in legislatively mandated expenditures, higher registration fees will be required resulting in greater barriers to entering or continuing in the regulated professions.</p>	<p>Respectfully, TBAE suggests a review of the two legislative requirements noted in this section. An evaluation of whether the requirements accomplish the state's goals of reducing barriers and maximizing results may be in order.</p>	<p>If these legislatively mandated expenditures are eliminated, TBAE would expect for the need to increase renewal fees to be significantly delayed, which would reduce impediments to continued or initial registration.</p>

TBAE is facing difficult demographic and financial realities, especially considering the financial impact of the COVID-19 pandemic, and likely will need to raise registration fees in the future. TBAE projects that by FY24, renewal fees may climb by approximately \$9 for an annual registration renewal unless one or more of the fixed costs noted above are decreased. TBAE well understands that increased fees can be a barrier to registration and is proud to have avoided raising fees for sixteen continuous years. But in light of the required \$510,000 annual SDSI payment to General Revenue and the 2013 requirement to remit all enforcement penalties to General Revenue, the agency has little choice but to consider raising revenue via fee increases.

With the disruption of COVID-19, TBAE was not able to do a full self-evaluation of all of TBAE's statutes, rules, and services. TBAE will continue to evaluate throughout the strategic planning period with the goal of reducing any barriers to the economic prosperity of Texas and making the agency more effective and efficient in achieving its core mission and will report any additional recommendations to the Governor's office.



SEE

# SURVEY OF EMPLOYEE ENGAGEMENT

Board of Architectural Examiners

Executive Summary

**2020**

## Executive Summary

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## Introduction

**THANK YOU** for your participation in the Survey of Employee Engagement (SEE). We trust that you will find this information helpful in your leadership planning and organizational development efforts. The SEE is specifically focused on the key drivers relative to the ability to engage employees towards successfully fulfilling the vision and mission of the organization.

Inside this report, you will find many tools to assist you in understanding the engagement of your employees. Your first indication of engagement will be the response rate of your employees. From there, we share with you the overall score for your organization, averaging all survey items. You will also find a breakdown of the levels of engagement found among your employees. We have provided demographic information about the employees surveyed as well as what percent are leaving or retiring in the near future. Then, this report contains a breakdown of the scoring for each construct we surveyed, highlighting areas of strength and areas of concern. Finally, we have provided Focus Forward action items throughout the report and a timeline suggesting how to move forward with what you have learned from the survey results.

Your report represents aggregate data, but some organizations will want further information. For example, the SEE makes it possible to see results broken down by demographic groupings. We would enjoy hearing how you've used the data, and what you liked and disliked about the SEE experience. We are here to help you engage your employees in achieving your vision and mission.



Noel Landuyt  
Associate Director  
Institute for Organizational Excellence

## Organization Profile

 <p><b>TEXAS Board of Architectural Examiners</b> <small>Architects - Interior Designers - Landscape Architects</small></p>	<p><b>Survey Administration</b></p>
<p><b>Board of Architectural Examiners</b></p>	<p>Collection Period: 01/06/2020 through 01/28/2020</p>
<p><b>Organizational Leadership:</b> Julie Hildebrand, Executive Director</p>	<p>Survey Liaison: Christine Brister Human Resources Coordinator 333 Guadalupe, Ste. 2-350 Austin, TX 78701</p>
<p><b>Benchmark Categories:</b> Size 1: Organizations with fewer than 26 employees Mission 8 : Regulatory</p>	<p>(512) 305-8525 <a href="mailto:christine.brister@tbae.texas.gov">christine.brister@tbae.texas.gov</a></p>

## The Survey

**48**  
Primary  
Items

### Primary Items

The Survey of Employee Engagement (SEE) consists of a series of 48 primary items used to assess essential and fundamental aspects of how the organization functions. The items are on a 5-point scale from Strongly Disagree (1) to Strongly Agree (5).

### Demographic Items

Also included on the SEE instrument are a series of items to ascertain the demography of the respondents.

### Constructs

Similar items are grouped together, and their scores are averaged to produce twelve construct measures. These constructs capture the concepts most utilized by leadership and drive organizational performance and engagement.

**12**  
Constructs



Workgroup



Strategic



Supervision



Workplace



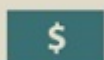
Community



Information  
Systems



Internal  
Communication



Pay



Benefits



Employee  
Development



Job  
Satisfaction



Employee  
Engagement

**2**

Key  
Scores

### Overall Score

The Overall Score is an average of all survey items and represents the overall score for the organization. It is a broad indicator for comparison purposes with other entities.

### Levels of Employee Engagement

Twelve items crossing several survey constructs have been selected to assess the level of engagement (high, moderate, or low) among individual employees.

**8** Breakout  
Categories

Organizations can use breakout categories to get a cross-sectional look at specific functional or geographic areas. Your organization had a total of 8 breakout categories.

**16** Additional  
Items

Organizations can customize their survey with up to 20 additional items. These items can target issues specific to the organization. Your organization added 16 additional items.



## Employee Engagement

# 90%

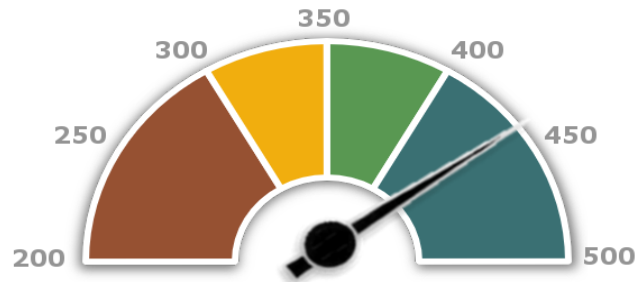
Down 5%

### Response Rate

The response rate to the survey is your first indication of the level of employee engagement in your organization. Of the 20 employees invited to take the survey, 18 responded for a response rate of 90%. As a general rule, rates higher than 50% suggest soundness, while rates lower than 30% may indicate problems. At 90%, your response rate is considered high. High rates mean that employees have an investment in the organization and are willing to contribute towards making improvements within the workplace. With this level of engagement, employees have high expectations from leadership to act upon the survey results.

### Overall Score

The overall score is a broad indicator for comparison purposes with other entities. Scores above 350 are desirable, and when scores dip below 300, there should be cause for concern. Scores above 400 are the product of a highly engaged workforce. **Your Overall Score from last time was 449.**



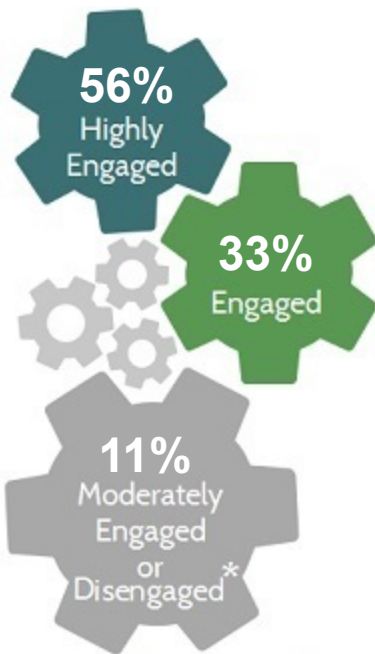
Overall Score: 439

### Levels of Employee Engagement

Twelve items crossing several survey constructs have been selected to assess the level of engagement among individual employees. For this organization, 56% of employees are Highly Engaged and 33% are Engaged. Moderately Engaged and Disengaged combine for 11%.

Highly Engaged employees are willing to go above and beyond in their employment. Engaged employees are more present in the workplace and show an effort to help out. Moderately Engaged employees are physically present, but put minimal effort towards accomplishing the job. Disengaged employees are disinterested in their jobs and may be actively working against their coworkers.

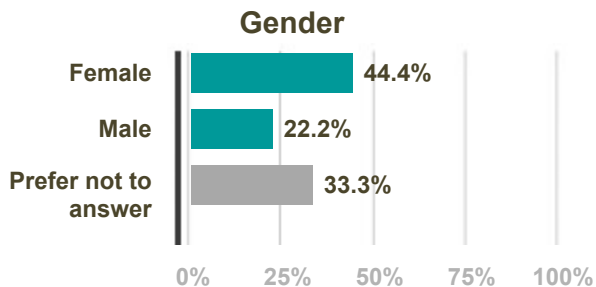
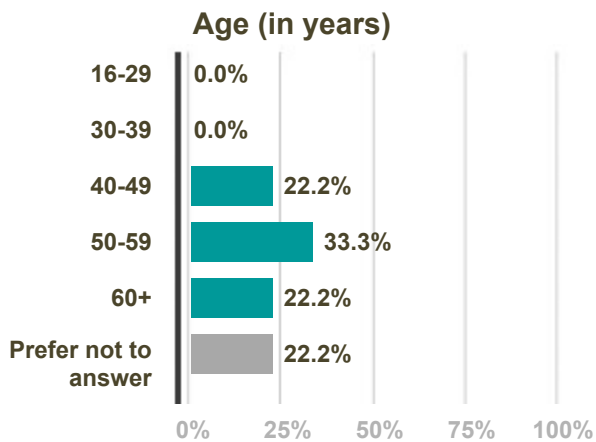
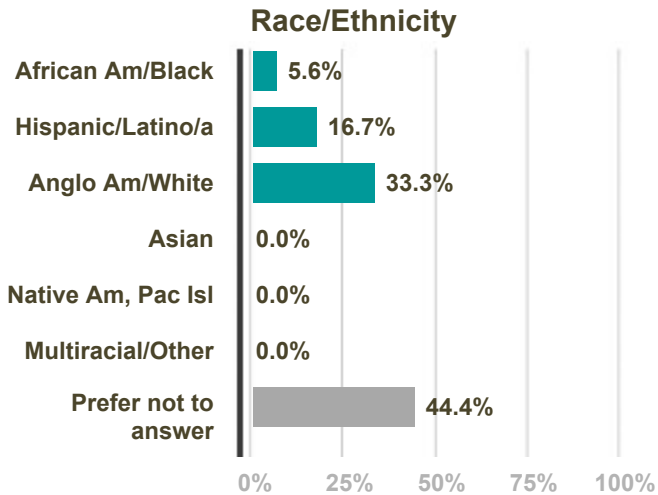
For comparison purposes, according to nationwide polling data, about 30% of employees are Highly Engaged or Engaged, 50% are Moderately Engaged, and 20% are Disengaged. While these numbers may seem intimidating, they offer a starting point for discussions on how to further engage employees. Focus on building trust, encouraging the expression of ideas, and providing employees with the resources, guidance, and training they need to do their best work.



\*Combined for groups with less than 20 respondents.

# People

Examining demographic data is an important aspect of determining the level of consensus and shared viewpoints across the organization. A diverse workforce helps ensure that different ideas are understood, and that those served see the organization as representative of the community. Gender, race/ethnicity, and age are just a few ways to measure diversity. While percentages can vary among different organizations, extreme imbalances should be a cause for concern.



## FOCUS FORWARD >>>

**39% CAN RETIRE**

This percentage of respondents indicated that they are or will be eligible for retirement within two years.



## Constructs

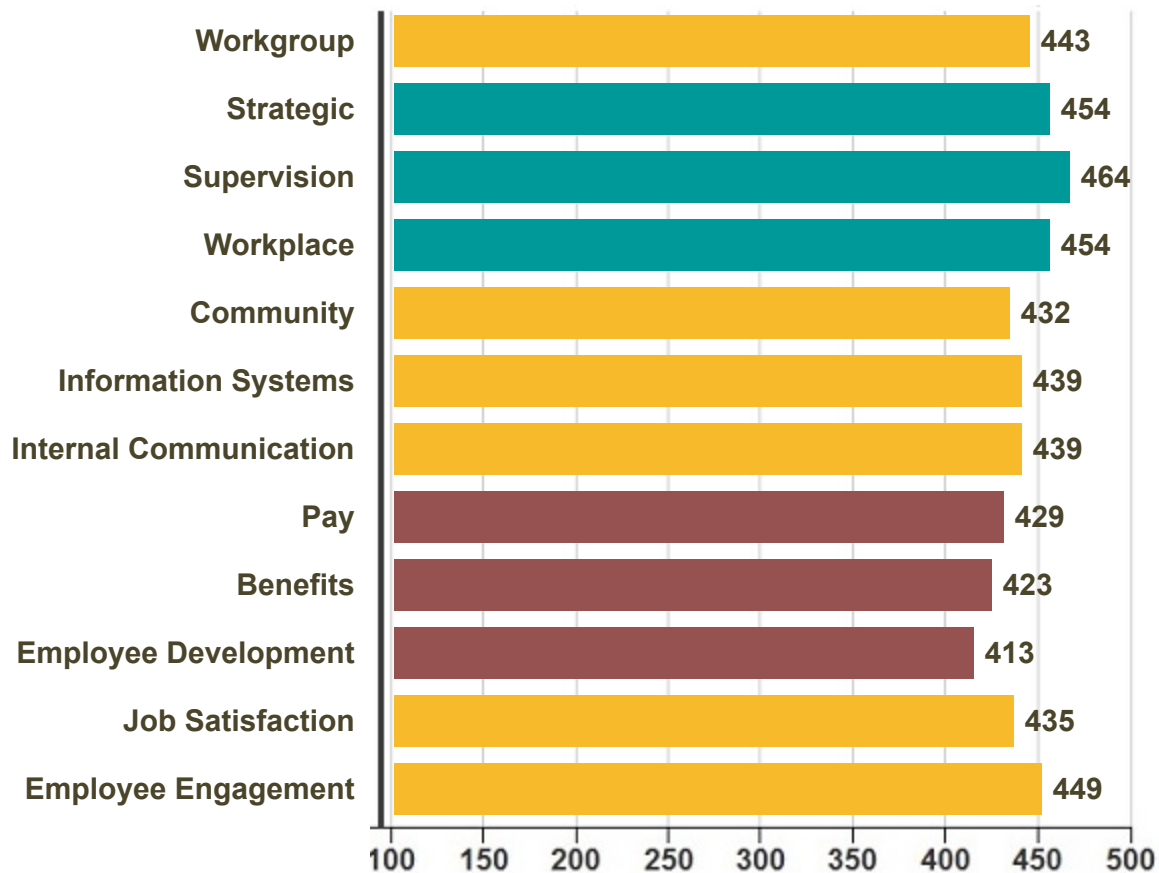
Similar items are grouped together and their scores are averaged and multiplied by 100 to produce 12 construct measures. These constructs capture the concepts most utilized by leadership and drive organizational performance and engagement.

Each construct is displayed below with its corresponding score. Constructs have been coded below to highlight the organization's areas of strength and concern. The three highest are green, the three lowest are red, and all others are yellow. Scores typically range from 300 to 400, and 350 is a tipping point between positive and negative perceptions. The lowest score for a construct is 100, while the highest is 500.

### FOCUS FORWARD >>>

Every organization faces different challenges depending on working conditions, resources, and job characteristics. On the next page, we highlight the constructs that are relative strengths and concerns for your organization. While it is important to examine areas of concern, this is also an opportunity to recognize and celebrate areas that employees have judged to be strengths. All organizations start in a different place, and there is always room for improvement within each area.

### Construct Scores



## Constructs Over Time

One of the benefits of continuing to participate in the survey is that over time data shows how employees' views have changed as a result of implementing efforts suggested by previous survey results.

Positive changes indicate that employees perceive the issue as having improved since the previous survey.

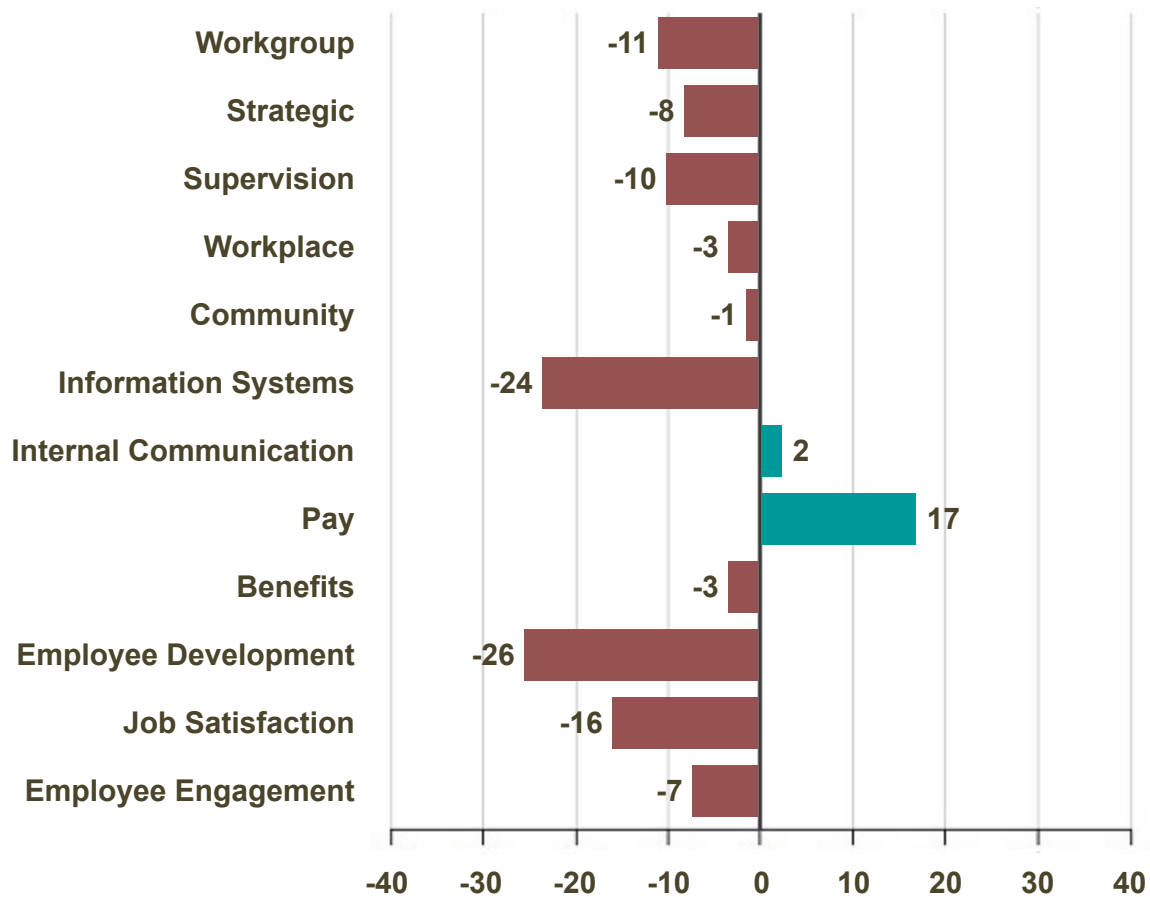
Negative changes indicate that the employees perceive that the issue has worsened since the previous survey. Negative changes of greater than 40 points and having 8 or more negative construct changes should be a source of concern for the organization and should be discussed with employees and organizational leadership.

## Has Change Occured?

Variation in scores from year to year is normal, even when nothing has changed. Analyzing trend data requires a bringing patterns into focus, digging deeper into data, and asking questions about issues surrounding the workplace.

Pay close attention to changes of more than 15 points in either direction. Were there any new policies or organizational changes that might have affected the scores? Were these areas a point of focus for your change initiatives?

### Constructs Scores Over Time



## Areas of Strength and Concern

### Areas of Strength



#### Supervision

**Score: 464**

The supervision construct captures employees' perceptions of the nature of supervisory relationships within the organization. Higher scores suggest that employees view their supervisors as fair, helpful and critical to the flow of work.



#### Strategic

**Score: 454**

The strategic construct captures employees' perceptions of their role in the organization and the organization's mission, vision, and strategic plan. Higher scores suggest that employees understand their role in the organization and consider the organization's reputation to be positive.



#### Workplace

**Score: 454**

The workplace construct captures employees' perceptions of the total work atmosphere, the degree to which they consider it safe, and the overall feel. Higher scores suggest that employees see the setting as satisfactory, safe and that adequate tools and resources are available.

### Areas of Concern



#### Employee Development

**Score: 413**

The employee development construct captures employees' perceptions about the priority given to their personal and job growth needs. Lower scores suggest that employees feel stymied in their education and growth in job competence.



#### Benefits

**Score: 423**

The benefits construct captures employees' perceptions about how the benefits package compares to packages at similar organizations and how flexible it is. Lower scores suggest that employees perceive benefits as less than needed or unfair in comparison to similar jobs in the community.






#### Pay

**Score: 429**

The pay construct captures employees' perceptions about how well the compensation package offered by the organization holds up when compared to similar jobs in other organizations. Lower scores suggest that pay is a central concern or reason for discontent and is not comparable to similar organizations.

## Climate

The climate in which employees work does, to a large extent, determine the efficiency and effectiveness of an organization. The appropriate climate is a combination of a safe, non-harassing environment with ethical abiding employees who treat each other with fairness and respect. Moreover, it is an organization with proactive management that communicates and has the capability to make thoughtful decisions. Below are the percentages of employees who marked disagree or strongly disagree for each of the 6 climate items.

<p><b>11.1%</b></p> <p>feel that <b>upper management</b> should communicate better.</p> <p>Upper management should make efforts to be visible and accessible, as well as utilize intranet/internet sites, email, and social media as appropriate to keep employees informed.</p>	<p><b>5.6%</b></p> <p>feel they are <b>not treated fairly</b> in the workplace.</p> <p>Favoritism can negatively affect morale and cause resentment among employees. When possible, ensure responsibilities and opportunities are being shared evenly and appropriately.</p>	<p>Highest Level of Disagreement</p> 
<p><b>5.6%</b></p> <p>believe the <b>information from this survey</b> will go unused.</p> <p>Conducting the survey creates momentum and interest in organizational improvement, so it's critical that leadership acts upon the data and keeps employees informed of changes as they occur.</p>	<p><b>5.6%</b></p> <p>feel there are <b>issues with ethics</b> in the workplace.</p> <p>An ethical climate is the foundation of building trust within an organization. Reinforce the importance of ethical behavior to employees, and ensure there are appropriate channels to handle ethical violations.</p>	
<p><b>5.6%</b></p> <p>feel <b>workplace harassment</b> is not adequately addressed.</p> <p>While no amount of harassment is desirable within an organization, percentages <b>above 5%</b> would benefit from a serious look at workplace culture and the policies for dealing with harassment.</p>	<p><b>0.0%</b></p> <p>feel there aren't enough opportunities to give <b>supervisor feedback</b>.</p> <p>Leadership skills should be evaluated and sharpened on a regular basis. Consider implementing 360 Degree Leadership Evaluations so supervisors can get feedback from their boss, peers, and direct reports.</p>	 <p>Lowest Level of Disagreement</p>

## FOCUS FORWARD >>>

After the survey data has been compiled, the results are returned approximately one to two months after data collection stops. Survey results are provided in several formats to provide maximum flexibility in interpreting the data and sharing the data with the entire organization. The quick turnaround in reporting allows for immediate action upon the results while they are still current.

### Survey Results Received

Executive Summaries, Data Reports, and Excel data are provided for the organization as a whole and for breakout categories. Any of these formats can be used alone or in combination to create rich information on which employees can base their ideas for change.



FEB  
2020

MAR  
2020



### Review Survey Data

Review the data and summaries with the executive staff, and develop a plan for circulating the data to all employees. Several types of benchmark scores provide relevant external comparisons, and breakdown categories can be used to make internal comparisons.

### Share with All Employees

Share results by creating reports, newsletters, or PowerPoint presentations providing data along with illustrations pertinent to the organization. Have employees participate in small work unit groups to review reports as they are distributed.



APR  
2020

MAY  
2020



### Engage Employees in Change

Designate the Change Team composed of a diagonal slice across the organization that will guide the effort. Review the organization's strengths and brainstorm on how to best address weaknesses. Provide employees with comment cards to express their ideas.

### Move Forward with Change

Have the Change Team compile the priority change topics and action points, and present them to the executive staff. Discuss the administrative protocols for implementing the changes. Determine the plan of action, set a reasonable timeline, and keep employees informed of changes.



JUL  
2020

SEP  
2020



### Sharpen Your Focus

Further data breakdowns and custom reports are available. We also offer leadership assessments, employee pulse and exit surveys, and customer satisfaction surveys. Consultation time for presentations and focus groups is available as well. Please contact us at any time: [www.survey.utexas.edu](http://www.survey.utexas.edu)

### Resurvey

Administer the Survey of Employee Engagement again to document the effectiveness of your change efforts.



NOV  
2021



## Demographic Items

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Survey respondent information reports the response rate and frequency information for all demographic variables that were asked of participants. Response Rate is a good indicator of employees' willingness to engage in efforts to improve the organization. Scope of Participation is a gauge to see whether or not employees by demographic characteristics participated in the survey.

### Response Rate

Your response rate is the percentage of surveys distributed divided by the number of valid surveys received. For category reports, we only report the response rate for the organization as a whole.

#### What is a good response rate?

If your organization sampled employees, the answer must take into consideration size, sampling strategy, variance, and error tolerance. When all employees are surveyed (census), a general rule for organizations of at least 500, is that a 30% rate is a low, but an acceptable level of response. In general, response rates of greater than 50% (regardless of number of employees) indicate a strong level of participation.

#### What about non-respondents?

First, you should review the scope of participation discussed in the following paragraph. Second, you need to ascertain whether or not a more focused effort is needed to determine why some groups did not respond.

### Scope of Participation

Respondent information is used as a gauge of the scope of participation. For example, the percentages of male and female respondents should roughly mirror your organization's gender composition. This should be true for the other demographic categories. If not, consider whether or not additional efforts need to be made to engage those low participating categories. It is important to note the following:

- If less than five respondents selected a demographic variable, "Less Than Five" and "Not Available" is reported to protect the respondents' anonymity.
- Participants have the option to skip items or select prefer not to answer. Both of these non-responses are combined to give a total "Prefer not to answer" count.

## Demographic Items

Total Respondents: 18  
Surveys Distributed: 20  
Response Rate: 90%

	Number of Survey Respondents	Percent of Survey Respondents
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### My highest education level

Did not earn high school diploma or equivalent:	Less than 5	Not Available
High school diploma or equivalent:	Less than 5	Not Available
Some college:	Less than 5	Not Available
Associate's Degree:	Less than 5	Not Available
Bachelor's Degree:	5	27.78%
Master's Degree:	Less than 5	Not Available
Doctoral Degree:	Less than 5	Not Available
Prefer not to answer:	Less than 5	Not Available

### I am

Female:	8	44.44%
Male:	Less than 5	Not Available
Prefer not to answer:	6	33.33%

### My annual salary (before taxes)

Less than \$15,000:	Less than 5	Not Available
\$15,000-\$25,000:	Less than 5	Not Available
\$25,001-\$35,000:	Less than 5	Not Available
\$35,001-\$45,000:	Less than 5	Not Available
\$45,001-\$50,000:	Less than 5	Not Available
\$50,001-\$60,000:	Less than 5	Not Available
\$60,001-\$75,000:	Less than 5	Not Available
More than \$75,000:	8	44.44%
Prefer not to answer:	Less than 5	Not Available

### My age (in years)

16-29:	Less than 5	Not Available
30-39:	Less than 5	Not Available
40-49:	Less than 5	Not Available
50-59:	6	33.33%
60+:	Less than 5	Not Available
Prefer not to answer:	Less than 5	Not Available

## Demographic Items

Total Respondents: 18  
Surveys Distributed: 20  
Response Rate: 90%

	Number of Survey Respondents	Percent of Survey Respondents
--	------------------------------	-------------------------------

### Years of service with this organization

	Number of Survey Respondents	Percent of Survey Respondents
Less than 1:	Less than 5	Not Available
1-2:	Less than 5	Not Available
3-5:	Less than 5	Not Available
6-10:	5	27.78%
11-15:	Less than 5	Not Available
16+:	Less than 5	Not Available
Prefer not to answer:	Less than 5	Not Available

### My race/ethnic identification

	Number of Survey Respondents	Percent of Survey Respondents
African-American or Black:	Less than 5	Not Available
Hispanic or Latino/a:	Less than 5	Not Available
Anglo-American or White:	6	33.33%
Asian:	Less than 5	Not Available
American Indian or Pacific Islander:	Less than 5	Not Available
Multiracial or Other:	Less than 5	Not Available
Prefer not to answer:	8	44.44%

### I am currently in a supervisory role.

	Number of Survey Respondents	Percent of Survey Respondents
Yes:	6	33.33%
No:	10	55.56%
Prefer not to answer:	Less than 5	Not Available

### I received a promotion during the past two years.

	Number of Survey Respondents	Percent of Survey Respondents
Yes:	Less than 5	Not Available
No:	17	94.44%
Prefer not to answer:	Less than 5	Not Available

### I received a merit increase during the past two years.

	Number of Survey Respondents	Percent of Survey Respondents
Yes:	16	88.89%
No:	Less than 5	Not Available
Prefer not to answer:	Less than 5	Not Available



## Demographic Items

---

Total Respondents: 18  
 Surveys Distributed: 20  
 Response Rate: 90%

	<b>Number of Survey Respondents</b>	<b>Percent of Survey Respondents</b>
--	---	--

### I plan to be working for this organization in one year.

Yes:	16	88.89%
No:	Less than 5	Not Available
Prefer not to answer:	Less than 5	Not Available

### I am eligible for retirement within the next two years.

Yes:	7	38.89%
No:	9	50.00%
Prefer not to answer:	Less than 5	Not Available

## Primary Items

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For the primary items (numbered 1-48), participants were asked to indicate how they agreed with each positively phrased statement. If participants did not have information or the item did not apply, they were to select don't know/not applicable.

Each primary item is returned with the item text and two types of reported numerical data, response data and benchmark data. The following definitions correspond to survey items:

### Response Data

- **Score** is calculated by averaging all item responses on a five point scale ranging from 5=Strongly Agree to 1=Strongly Disagree. If the participant selected Don't Know/Not Applicable, their response is considered a valid response, but it is not used in the calculation of the score.
- **Standard Deviation** calculates the level of agreement. Large deviations indicate greater levels of disagreement. For this report, you can expect standard deviations to be between .7 and 1.10.
- **Total Respondents** is the number of valid responses including Don't Know/Not Applicable. If everyone did not answer every item, the number of respondents for an item is less than the number of respondents reported in your response rate.
- **Respondents** is the number of participants who selected each item (strongly agree, agree, etc.).
- **Percentage** is the number of participants who selected each item (strongly agree, agree, etc.) divided by the total number of valid responses.
- **Percent Agreement** is the number of participants who agreed with the item (strongly agree or agree) divided by the total number of valid responses.





### Benchmark Data

- **Past Score** is your organization's score reported from the previous iteration, if available.
- **Similar Mission** is the average score from organizations that share a similar mission to your organization.
- **Similar Size** is the average score from organizations that are a similar size to your organization.
- **All Organizations** is the average score from all organizations.
- **Organizational Categories** are benchmarked against the organization as a whole.





### Interpreting Data

Any interpretation of data must be done in context of the organizational setting and environmental factors impacting the organization. Regardless of the averages, scores range from areas of strength to areas of concern. In general, most scores are between 3.00 and 4.00. Scores below a 3.25 are of concern because they indicate general dissatisfaction. Scores above 3.75 indicate positive perceptions. When available, over time data provides previous scores from and benchmark data comparative scores. In general (because various factors and statistical test would be needed to confirm), scores that have changed or differ by .2 may be significant.





## Primary Items

 <p><b>1. My work group cooperates to get the job done.</b></p> <p style="text-align: center;"><b>100% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>11</td> <td>7</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>61.11%</td> <td>38.89%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	11	7	0	0	0	0	Percentage:	61.11%	38.89%	0.00%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>100% Agreement</b></p> <p><b>SCORE:</b> 4.61 Std. Dev.: 0.50 Total Respondents: 18</p> <p><b>BENCHMARKS</b> Past Score: 4.84 Similar Mission: 4.37 Similar Size: 4.36 All Orgs: 4.26</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	11	7	0	0	0	0																
Percentage:	61.11%	38.89%	0.00%	0.00%	0.00%	0.00%																
 <p><b>2. In my work group, my opinions and ideas count.</b></p> <p style="text-align: center;"><b>100% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>11</td> <td>7</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>61.11%</td> <td>38.89%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	11	7	0	0	0	0	Percentage:	61.11%	38.89%	0.00%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>100% Agreement</b></p> <p><b>SCORE:</b> 4.61 Std. Dev.: 0.50 Total Respondents: 18</p> <p><b>BENCHMARKS</b> Past Score: 4.53 Similar Mission: 4.15 Similar Size: 4.26 All Orgs: 4.05</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	11	7	0	0	0	0																
Percentage:	61.11%	38.89%	0.00%	0.00%	0.00%	0.00%																
 <p><b>3. My work group regularly uses performance data to improve the quality of our work.</b></p> <p style="text-align: center;"><b>78% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>7</td> <td>7</td> <td>4</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>38.89%</td> <td>38.89%</td> <td>22.22%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	7	7	4	0	0	0	Percentage:	38.89%	38.89%	22.22%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>78% Agreement</b></p> <p><b>SCORE:</b> 4.17 Std. Dev.: 0.79 Total Respondents: 18</p> <p><b>BENCHMARKS</b> Past Score: 4.21 Similar Mission: 3.73 Similar Size: 3.70 All Orgs: 3.61</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	7	7	4	0	0	0																
Percentage:	38.89%	38.89%	22.22%	0.00%	0.00%	0.00%																
 <p><b>4. In my work group, there is a real feeling of teamwork.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>8</td> <td>8</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>44.44%</td> <td>44.44%</td> <td>11.11%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	8	8	2	0	0	0	Percentage:	44.44%	44.44%	11.11%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>89% Agreement</b></p> <p><b>SCORE:</b> 4.33 Std. Dev.: 0.69 Total Respondents: 18</p> <p><b>BENCHMARKS</b> Past Score: 4.58 Similar Mission: 4.00 Similar Size: 4.03 All Orgs: 3.89</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	8	8	2	0	0	0																
Percentage:	44.44%	44.44%	11.11%	0.00%	0.00%	0.00%																





## Primary Items

 <p><b>5. Our organization is known for the quality of work we provide.</b></p> <p style="text-align: center;"><b>94% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>11</td> <td>6</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>Percentage:</td> <td>61.11%</td> <td>33.33%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> <td>5.56%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	11	6	0	0	0	1	Percentage:	61.11%	33.33%	0.00%	0.00%	0.00%	5.56%	<p style="text-align: center;"><b>94% Agreement</b></p> <p><b>SCORE:</b> 4.65  Std. Dev.: 0.49  Total Respondents: 18</p> <p><b>BENCHMARKS</b>  Past Score: 4.79  Similar Mission: 4.11  Similar Size: 4.32  All Orgs: 4.05</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	11	6	0	0	0	1																
Percentage:	61.11%	33.33%	0.00%	0.00%	0.00%	5.56%																
 <p><b>6. I know how my work impacts others in the organization.</b></p> <p style="text-align: center;"><b>100% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>12</td> <td>6</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>66.67%</td> <td>33.33%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	12	6	0	0	0	0	Percentage:	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>100% Agreement</b></p> <p><b>SCORE:</b> 4.67  Std. Dev.: 0.49  Total Respondents: 18</p> <p><b>BENCHMARKS</b>  Past Score: 4.63  Similar Mission: 4.41  Similar Size: 4.52  All Orgs: 4.31</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	12	6	0	0	0	0																
Percentage:	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%																
 <p><b>7. My organization develops services to match the needs of our customers/clients.</b></p> <p style="text-align: center;"><b>83% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>9</td> <td>6</td> <td>3</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>50.00%</td> <td>33.33%</td> <td>16.67%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	9	6	3	0	0	0	Percentage:	50.00%	33.33%	16.67%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>83% Agreement</b></p> <p><b>SCORE:</b> 4.33  Std. Dev.: 0.77  Total Respondents: 18</p> <p><b>BENCHMARKS</b>  Past Score: 4.42  Similar Mission: 4.00  Similar Size: 4.21  All Orgs: 3.98</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	9	6	3	0	0	0																
Percentage:	50.00%	33.33%	16.67%	0.00%	0.00%	0.00%																
 <p><b>8. Our organization communicates effectively with the public.</b></p> <p style="text-align: center;"><b>94% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>10</td> <td>7</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>55.56%</td> <td>38.89%</td> <td>5.56%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	10	7	1	0	0	0	Percentage:	55.56%	38.89%	5.56%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>94% Agreement</b></p> <p><b>SCORE:</b> 4.50  Std. Dev.: 0.62  Total Respondents: 18</p> <p><b>BENCHMARKS</b>  Past Score: 4.63  Similar Mission: 3.99  Similar Size: 4.26  All Orgs: 3.85</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	10	7	1	0	0	0																
Percentage:	55.56%	38.89%	5.56%	0.00%	0.00%	0.00%																





## Primary Items

 <p><b>9. I have a good understanding of our mission, vision, and strategic plan.</b></p> <p style="text-align: center;"><b>100% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>10</td> <td>8</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>55.56%</td> <td>44.44%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	10	8	0	0	0	0	Percentage:	55.56%	44.44%	0.00%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>100% Agreement</b></p> <p><b>SCORE:</b> 4.56</p> <p>Std. Dev.: 0.51</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.63</p> <p>Similar Mission: 4.27</p> <p>Similar Size: 4.45</p> <p>All Orgs: 4.22</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	10	8	0	0	0	0																
Percentage:	55.56%	44.44%	0.00%	0.00%	0.00%	0.00%																
 <p><b>10. My supervisor provides me with a clear understanding of my work responsibilities.</b></p> <p style="text-align: center;"><b>100% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>13</td> <td>5</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>72.22%</td> <td>27.78%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	13	5	0	0	0	0	Percentage:	72.22%	27.78%	0.00%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>100% Agreement</b></p> <p><b>SCORE:</b> 4.72</p> <p>Std. Dev.: 0.46</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.74</p> <p>Similar Mission: 4.21</p> <p>Similar Size: 4.23</p> <p>All Orgs: 4.11</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	13	5	0	0	0	0																
Percentage:	72.22%	27.78%	0.00%	0.00%	0.00%	0.00%																
 <p><b>11. My supervisor recognizes outstanding work.</b></p> <p style="text-align: center;"><b>100% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>13</td> <td>5</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>72.22%</td> <td>27.78%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	13	5	0	0	0	0	Percentage:	72.22%	27.78%	0.00%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>100% Agreement</b></p> <p><b>SCORE:</b> 4.72</p> <p>Std. Dev.: 0.46</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.79</p> <p>Similar Mission: 4.11</p> <p>Similar Size: 4.28</p> <p>All Orgs: 4.02</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	13	5	0	0	0	0																
Percentage:	72.22%	27.78%	0.00%	0.00%	0.00%	0.00%																
 <p><b>12. I am given the opportunity to do my best work.</b></p> <p style="text-align: center;"><b>94% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>11</td> <td>6</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>61.11%</td> <td>33.33%</td> <td>5.56%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	11	6	1	0	0	0	Percentage:	61.11%	33.33%	5.56%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>94% Agreement</b></p> <p><b>SCORE:</b> 4.56</p> <p>Std. Dev.: 0.62</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.63</p> <p>Similar Mission: 4.18</p> <p>Similar Size: 4.19</p> <p>All Orgs: 4.06</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	11	6	1	0	0	0																
Percentage:	61.11%	33.33%	5.56%	0.00%	0.00%	0.00%																





## Primary Items

 <p><b>13. My supervisor is consistent when administering policies concerning employees.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>12</td> <td>4</td> <td>0</td> <td>1</td> <td>0</td> <td>1</td> </tr> <tr> <td>Percentage:</td> <td>66.67%</td> <td>22.22%</td> <td>0.00%</td> <td>5.56%</td> <td>0.00%</td> <td>5.56%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	12	4	0	1	0	1	Percentage:	66.67%	22.22%	0.00%	5.56%	0.00%	5.56%	<p style="text-align: center;"><b>89% Agreement</b></p> <p><b>SCORE:</b> 4.59 Std. Dev.: 0.80 Total Respondents: 18</p> <p><b>BENCHMARKS</b> Past Score: 4.68 Similar Mission: 3.91 Similar Size: 4.09 All Orgs: 3.88</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	12	4	0	1	0	1																
Percentage:	66.67%	22.22%	0.00%	5.56%	0.00%	5.56%																
 <p><b>14. My supervisor evaluates my performance fairly.</b></p> <p style="text-align: center;"><b>94% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>12</td> <td>5</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>66.67%</td> <td>27.78%</td> <td>5.56%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	12	5	1	0	0	0	Percentage:	66.67%	27.78%	5.56%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>94% Agreement</b></p> <p><b>SCORE:</b> 4.61 Std. Dev.: 0.61 Total Respondents: 18</p> <p><b>BENCHMARKS</b> Past Score: 4.84 Similar Mission: 4.16 Similar Size: 4.27 All Orgs: 4.07</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	12	5	1	0	0	0																
Percentage:	66.67%	27.78%	5.56%	0.00%	0.00%	0.00%																
 <p><b>15. Given the type of work I do, my physical workplace meets my needs.</b></p> <p style="text-align: center;"><b>100% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>11</td> <td>7</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>61.11%</td> <td>38.89%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	11	7	0	0	0	0	Percentage:	61.11%	38.89%	0.00%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>100% Agreement</b></p> <p><b>SCORE:</b> 4.61 Std. Dev.: 0.50 Total Respondents: 18</p> <p><b>BENCHMARKS</b> Past Score: 4.68 Similar Mission: 4.23 Similar Size: 4.44 All Orgs: 4.14</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	11	7	0	0	0	0																
Percentage:	61.11%	38.89%	0.00%	0.00%	0.00%	0.00%																
 <p><b>16. My workplace is well maintained.</b></p> <p style="text-align: center;"><b>83% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>10</td> <td>5</td> <td>2</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>55.56%</td> <td>27.78%</td> <td>11.11%</td> <td>5.56%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	10	5	2	1	0	0	Percentage:	55.56%	27.78%	11.11%	5.56%	0.00%	0.00%	<p style="text-align: center;"><b>83% Agreement</b></p> <p><b>SCORE:</b> 4.33 Std. Dev.: 0.91 Total Respondents: 18</p> <p><b>BENCHMARKS</b> Past Score: 4.21 Similar Mission: 3.96 Similar Size: 4.05 All Orgs: 3.92</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	10	5	2	1	0	0																
Percentage:	55.56%	27.78%	11.11%	5.56%	0.00%	0.00%																

## Primary Items





 <p><b>17. There are sufficient procedures to ensure the safety of employees in the workplace.</b></p> <p style="text-align: center;"><b>94% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>13</td> <td>4</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>72.22%</td> <td>22.22%</td> <td>5.56%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	13	4	1	0	0	0	Percentage:	72.22%	22.22%	5.56%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>94% Agreement</b></p> <p><b>SCORE:</b> 4.67  Std. Dev.: 0.59  Total Respondents: 18</p> <p><b>BENCHMARKS</b>  Past Score: 4.79  Similar Mission: 4.12  Similar Size: 4.28  All Orgs: 4.06</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	13	4	1	0	0	0																
Percentage:	72.22%	22.22%	5.56%	0.00%	0.00%	0.00%																
 <p><b>18. I have adequate resources and equipment to do my job.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>12</td> <td>4</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>66.67%</td> <td>22.22%</td> <td>11.11%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	12	4	2	0	0	0	Percentage:	66.67%	22.22%	11.11%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>89% Agreement</b></p> <p><b>SCORE:</b> 4.56  Std. Dev.: 0.71  Total Respondents: 18</p> <p><b>BENCHMARKS</b>  Past Score: 4.58  Similar Mission: 4.08  Similar Size: 4.31  All Orgs: 3.96</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	12	4	2	0	0	0																
Percentage:	66.67%	22.22%	11.11%	0.00%	0.00%	0.00%																
 <p><b>19. The people I work with treat each other with respect.</b></p> <p style="text-align: center;"><b>83% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>11</td> <td>4</td> <td>2</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>61.11%</td> <td>22.22%</td> <td>11.11%</td> <td>5.56%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	11	4	2	1	0	0	Percentage:	61.11%	22.22%	11.11%	5.56%	0.00%	0.00%	<p style="text-align: center;"><b>83% Agreement</b></p> <p><b>SCORE:</b> 4.39  Std. Dev.: 0.92  Total Respondents: 18</p> <p><b>BENCHMARKS</b>  Past Score: 4.53  Similar Mission: 4.04  Similar Size: 4.11  All Orgs: 3.97</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	11	4	2	1	0	0																
Percentage:	61.11%	22.22%	11.11%	5.56%	0.00%	0.00%																
 <p><b>20. My organization works to attract, develop, and retain people with diverse backgrounds.</b></p> <p style="text-align: center;"><b>83% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>11</td> <td>4</td> <td>1</td> <td>1</td> <td>1</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>61.11%</td> <td>22.22%</td> <td>5.56%</td> <td>5.56%</td> <td>5.56%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	11	4	1	1	1	0	Percentage:	61.11%	22.22%	5.56%	5.56%	5.56%	0.00%	<p style="text-align: center;"><b>83% Agreement</b></p> <p><b>SCORE:</b> 4.28  Std. Dev.: 1.18  Total Respondents: 18</p> <p><b>BENCHMARKS</b>  Past Score: 4.37  Similar Mission: 3.80  Similar Size: 4.00  All Orgs: 3.71</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	11	4	1	1	1	0																
Percentage:	61.11%	22.22%	5.56%	5.56%	5.56%	0.00%																

## Primary Items





 <p><b>21. The people I work with care about my personal well-being.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>9</td> <td>7</td> <td>1</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>50.00%</td> <td>38.89%</td> <td>5.56%</td> <td>5.56%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	9	7	1	1	0	0	Percentage:	50.00%	38.89%	5.56%	5.56%	0.00%	0.00%	<p style="text-align: center;"><b>89% Agreement</b></p> <p><b>SCORE:</b> <b>4.33</b></p> <p>Std. Dev.: 0.84</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.26</p> <p>Similar Mission: 4.01</p> <p>Similar Size: 4.14</p> <p>All Orgs: 3.99</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	9	7	1	1	0	0																
Percentage:	50.00%	38.89%	5.56%	5.56%	0.00%	0.00%																
 <p><b>22. I trust the people in my workplace.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>7</td> <td>9</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>38.89%</td> <td>50.00%</td> <td>11.11%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	7	9	2	0	0	0	Percentage:	38.89%	50.00%	11.11%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>89% Agreement</b></p> <p><b>SCORE:</b> <b>4.28</b></p> <p>Std. Dev.: 0.67</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.16</p> <p>Similar Mission: 3.84</p> <p>Similar Size: 4.02</p> <p>All Orgs: 3.80</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	7	9	2	0	0	0																
Percentage:	38.89%	50.00%	11.11%	0.00%	0.00%	0.00%																
 <p><b>23. My work group uses the latest technologies to communicate and interact.</b></p> <p style="text-align: center;"><b>83% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>7</td> <td>8</td> <td>3</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>38.89%</td> <td>44.44%</td> <td>16.67%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	7	8	3	0	0	0	Percentage:	38.89%	44.44%	16.67%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>83% Agreement</b></p> <p><b>SCORE:</b> <b>4.22</b></p> <p>Std. Dev.: 0.73</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.53</p> <p>Similar Mission: 3.69</p> <p>Similar Size: 3.86</p> <p>All Orgs: 3.61</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	7	8	3	0	0	0																
Percentage:	38.89%	44.44%	16.67%	0.00%	0.00%	0.00%																
 <p><b>24. Our computer systems provide reliable information.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>9</td> <td>7</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>50.00%</td> <td>38.89%</td> <td>11.11%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	9	7	2	0	0	0	Percentage:	50.00%	38.89%	11.11%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>89% Agreement</b></p> <p><b>SCORE:</b> <b>4.39</b></p> <p>Std. Dev.: 0.70</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.68</p> <p>Similar Mission: 3.92</p> <p>Similar Size: 4.13</p> <p>All Orgs: 3.83</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	9	7	2	0	0	0																
Percentage:	50.00%	38.89%	11.11%	0.00%	0.00%	0.00%																







## Primary Items

 <p><b>25. Support is available for the technologies we use.</b></p> <p style="text-align: center;"><b>83% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>11</td> <td>4</td> <td>3</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>61.11%</td> <td>22.22%</td> <td>16.67%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	11	4	3	0	0	0	Percentage:	61.11%	22.22%	16.67%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>83% Agreement</b></p> <p><b>SCORE:</b> 4.44  Std. Dev.: 0.78  Total Respondents: 18</p> <p><b>BENCHMARKS</b>  Past Score: 4.63  Similar Mission: 3.97  Similar Size: 4.10  All Orgs: 3.91</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	11	4	3	0	0	0																
Percentage:	61.11%	22.22%	16.67%	0.00%	0.00%	0.00%																
 <p><b>26. Our computer systems enable me to quickly find the information I need.</b></p> <p style="text-align: center;"><b>94% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>10</td> <td>7</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>55.56%</td> <td>38.89%</td> <td>5.56%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	10	7	1	0	0	0	Percentage:	55.56%	38.89%	5.56%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>94% Agreement</b></p> <p><b>SCORE:</b> 4.50  Std. Dev.: 0.62  Total Respondents: 18</p> <p><b>BENCHMARKS</b>  Past Score: 4.68  Similar Mission: 3.86  Similar Size: 4.01  All Orgs: 3.75</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	10	7	1	0	0	0																
Percentage:	55.56%	38.89%	5.56%	0.00%	0.00%	0.00%																
 <p><b>27. The communication channels I must go through at work are reasonable.</b></p> <p style="text-align: center;"><b>94% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>10</td> <td>7</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>55.56%</td> <td>38.89%</td> <td>5.56%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	10	7	1	0	0	0	Percentage:	55.56%	38.89%	5.56%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>94% Agreement</b></p> <p><b>SCORE:</b> 4.50  Std. Dev.: 0.62  Total Respondents: 18</p> <p><b>BENCHMARKS</b>  Past Score: 4.58  Similar Mission: 3.93  Similar Size: 4.12  All Orgs: 3.79</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	10	7	1	0	0	0																
Percentage:	55.56%	38.89%	5.56%	0.00%	0.00%	0.00%																
 <p><b>28. My work atmosphere encourages open and honest communication.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>9</td> <td>7</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>50.00%</td> <td>38.89%</td> <td>11.11%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	9	7	2	0	0	0	Percentage:	50.00%	38.89%	11.11%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>89% Agreement</b></p> <p><b>SCORE:</b> 4.39  Std. Dev.: 0.70  Total Respondents: 18</p> <p><b>BENCHMARKS</b>  Past Score: 4.21  Similar Mission: 3.72  Similar Size: 3.90  All Orgs: 3.65</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	9	7	2	0	0	0																
Percentage:	50.00%	38.89%	11.11%	0.00%	0.00%	0.00%																





## Primary Items

<p> <b>29. The communications I receive at work are timely and informative.</b></p> <p><b>83% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>8</td> <td>7</td> <td>3</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>44.44%</td> <td>38.89%</td> <td>16.67%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	8	7	3	0	0	0	Percentage:	44.44%	38.89%	16.67%	0.00%	0.00%	0.00%	<p><b>83% Agreement</b></p> <p><b>SCORE:</b> 4.28 Std. Dev.: 0.75 Total Respondents: 18</p> <p><b>BENCHMARKS</b> Past Score: 4.32 Similar Mission: 3.79 Similar Size: 3.96 All Orgs: 3.70</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	8	7	3	0	0	0																
Percentage:	44.44%	38.89%	16.67%	0.00%	0.00%	0.00%																
<p> <b>30. My pay keeps pace with the cost of living.</b></p> <p><b>83% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>5</td> <td>10</td> <td>2</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>Percentage:</td> <td>27.78%</td> <td>55.56%</td> <td>11.11%</td> <td>0.00%</td> <td>0.00%</td> <td>5.56%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	5	10	2	0	0	1	Percentage:	27.78%	55.56%	11.11%	0.00%	0.00%	5.56%	<p><b>83% Agreement</b></p> <p><b>SCORE:</b> 4.18 Std. Dev.: 0.64 Total Respondents: 18</p> <p><b>BENCHMARKS</b> Past Score: 4.00 Similar Mission: 2.86 Similar Size: 3.12 All Orgs: 2.61</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	5	10	2	0	0	1																
Percentage:	27.78%	55.56%	11.11%	0.00%	0.00%	5.56%																
<p> <b>31. Salaries are competitive with similar jobs in the community.</b></p> <p><b>89% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>7</td> <td>9</td> <td>0</td> <td>0</td> <td>0</td> <td>2</td> </tr> <tr> <td>Percentage:</td> <td>38.89%</td> <td>50.00%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> <td>11.11%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	7	9	0	0	0	2	Percentage:	38.89%	50.00%	0.00%	0.00%	0.00%	11.11%	<p><b>89% Agreement</b></p> <p><b>SCORE:</b> 4.44 Std. Dev.: 0.51 Total Respondents: 18</p> <p><b>BENCHMARKS</b> Past Score: 4.11 Similar Mission: 2.93 Similar Size: 3.22 All Orgs: 2.75</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	7	9	0	0	0	2																
Percentage:	38.89%	50.00%	0.00%	0.00%	0.00%	11.11%																
<p> <b>32. I feel I am paid fairly for the work I do.</b></p> <p><b>89% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>6</td> <td>10</td> <td>0</td> <td>1</td> <td>0</td> <td>1</td> </tr> <tr> <td>Percentage:</td> <td>33.33%</td> <td>55.56%</td> <td>0.00%</td> <td>5.56%</td> <td>0.00%</td> <td>5.56%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	6	10	0	1	0	1	Percentage:	33.33%	55.56%	0.00%	5.56%	0.00%	5.56%	<p><b>89% Agreement</b></p> <p><b>SCORE:</b> 4.24 Std. Dev.: 0.75 Total Respondents: 18</p> <p><b>BENCHMARKS</b> Past Score: 4.26 Similar Mission: 3.18 Similar Size: 3.43 All Orgs: 2.97</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	6	10	0	1	0	1																
Percentage:	33.33%	55.56%	0.00%	5.56%	0.00%	5.56%																





## Primary Items

 <p><b>33. Retirement benefits are competitive with similar jobs in the community.</b></p> <p style="text-align: center;"><b>83% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th style="text-align: center;">Strongly Agree</th> <th style="text-align: center;">Agree</th> <th style="text-align: center;">Neutral</th> <th style="text-align: center;">Disagree</th> <th style="text-align: center;">Strongly Disagree</th> <th style="text-align: center;">Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td style="text-align: center;">9</td> <td style="text-align: center;">6</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> <td style="text-align: center;">0</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Percentage:</td> <td style="text-align: center;">50.00%</td> <td style="text-align: center;">33.33%</td> <td style="text-align: center;">5.56%</td> <td style="text-align: center;">5.56%</td> <td style="text-align: center;">0.00%</td> <td style="text-align: center;">5.56%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	9	6	1	1	0	1	Percentage:	50.00%	33.33%	5.56%	5.56%	0.00%	5.56%	<p style="text-align: center;"><b>83% Agreement</b></p> <p><b>SCORE:</b> <b>4.35</b></p> <p>Std. Dev.: 0.86</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.26</p> <p>Similar Mission: 3.95</p> <p>Similar Size: 4.12</p> <p>All Orgs: 3.85</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	9	6	1	1	0	1																
Percentage:	50.00%	33.33%	5.56%	5.56%	0.00%	5.56%																
 <p><b>34. Health insurance benefits are competitive with similar jobs in the community.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th style="text-align: center;">Strongly Agree</th> <th style="text-align: center;">Agree</th> <th style="text-align: center;">Neutral</th> <th style="text-align: center;">Disagree</th> <th style="text-align: center;">Strongly Disagree</th> <th style="text-align: center;">Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td style="text-align: center;">8</td> <td style="text-align: center;">8</td> <td style="text-align: center;">0</td> <td style="text-align: center;">2</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Percentage:</td> <td style="text-align: center;">44.44%</td> <td style="text-align: center;">44.44%</td> <td style="text-align: center;">0.00%</td> <td style="text-align: center;">11.11%</td> <td style="text-align: center;">0.00%</td> <td style="text-align: center;">0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	8	8	0	2	0	0	Percentage:	44.44%	44.44%	0.00%	11.11%	0.00%	0.00%	<p style="text-align: center;"><b>89% Agreement</b></p> <p><b>SCORE:</b> <b>4.22</b></p> <p>Std. Dev.: 0.94</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.21</p> <p>Similar Mission: 4.04</p> <p>Similar Size: 4.21</p> <p>All Orgs: 3.95</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	8	8	0	2	0	0																
Percentage:	44.44%	44.44%	0.00%	11.11%	0.00%	0.00%																
 <p><b>35. Benefits can be selected to meet individual needs.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th style="text-align: center;">Strongly Agree</th> <th style="text-align: center;">Agree</th> <th style="text-align: center;">Neutral</th> <th style="text-align: center;">Disagree</th> <th style="text-align: center;">Strongly Disagree</th> <th style="text-align: center;">Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td style="text-align: center;">5</td> <td style="text-align: center;">11</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Percentage:</td> <td style="text-align: center;">27.78%</td> <td style="text-align: center;">61.11%</td> <td style="text-align: center;">5.56%</td> <td style="text-align: center;">5.56%</td> <td style="text-align: center;">0.00%</td> <td style="text-align: center;">0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	5	11	1	1	0	0	Percentage:	27.78%	61.11%	5.56%	5.56%	0.00%	0.00%	<p style="text-align: center;"><b>89% Agreement</b></p> <p><b>SCORE:</b> <b>4.11</b></p> <p>Std. Dev.: 0.76</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.32</p> <p>Similar Mission: 3.94</p> <p>Similar Size: 4.04</p> <p>All Orgs: 3.86</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	5	11	1	1	0	0																
Percentage:	27.78%	61.11%	5.56%	5.56%	0.00%	0.00%																
 <p><b>36. I believe I have a career with this organization.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th style="text-align: center;">Strongly Agree</th> <th style="text-align: center;">Agree</th> <th style="text-align: center;">Neutral</th> <th style="text-align: center;">Disagree</th> <th style="text-align: center;">Strongly Disagree</th> <th style="text-align: center;">Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td style="text-align: center;">9</td> <td style="text-align: center;">7</td> <td style="text-align: center;">0</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Percentage:</td> <td style="text-align: center;">50.00%</td> <td style="text-align: center;">38.89%</td> <td style="text-align: center;">0.00%</td> <td style="text-align: center;">5.56%</td> <td style="text-align: center;">5.56%</td> <td style="text-align: center;">0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	9	7	0	1	1	0	Percentage:	50.00%	38.89%	0.00%	5.56%	5.56%	0.00%	<p style="text-align: center;"><b>89% Agreement</b></p> <p><b>SCORE:</b> <b>4.22</b></p> <p>Std. Dev.: 1.11</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.44</p> <p>Similar Mission: 3.97</p> <p>Similar Size: 4.07</p> <p>All Orgs: 3.90</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	9	7	0	1	1	0																
Percentage:	50.00%	38.89%	0.00%	5.56%	5.56%	0.00%																





## Primary Items

 <p><b>37. Training is made available to me so that I can do my job better.</b></p> <p style="text-align: center;"><b>83% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>9</td> <td>6</td> <td>1</td> <td>1</td> <td>1</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>50.00%</td> <td>33.33%</td> <td>5.56%</td> <td>5.56%</td> <td>5.56%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	9	6	1	1	1	0	Percentage:	50.00%	33.33%	5.56%	5.56%	5.56%	0.00%	<p style="text-align: center;"><b>83% Agreement</b></p> <p><b>SCORE:</b> 4.17  Std. Dev.: 1.15  Total Respondents: 18</p> <p><b>BENCHMARKS</b>  Past Score: 4.42  Similar Mission: 3.85  Similar Size: 4.08  All Orgs: 3.80</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	9	6	1	1	1	0																
Percentage:	50.00%	33.33%	5.56%	5.56%	5.56%	0.00%																
 <p><b>38. Training is made available to me for personal growth and development.</b></p> <p style="text-align: center;"><b>78% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>7</td> <td>7</td> <td>2</td> <td>1</td> <td>1</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>38.89%</td> <td>38.89%</td> <td>11.11%</td> <td>5.56%</td> <td>5.56%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	7	7	2	1	1	0	Percentage:	38.89%	38.89%	11.11%	5.56%	5.56%	0.00%	<p style="text-align: center;"><b>78% Agreement</b></p> <p><b>SCORE:</b> 4.00  Std. Dev.: 1.14  Total Respondents: 18</p> <p><b>BENCHMARKS</b>  Past Score: 4.32  Similar Mission: 3.68  Similar Size: 3.90  All Orgs: 3.65</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	7	7	2	1	1	0																
Percentage:	38.89%	38.89%	11.11%	5.56%	5.56%	0.00%																
 <p><b>39. My work environment supports a balance between work and personal life.</b></p> <p style="text-align: center;"><b>94% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>12</td> <td>5</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>66.67%</td> <td>27.78%</td> <td>5.56%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	12	5	1	0	0	0	Percentage:	66.67%	27.78%	5.56%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>94% Agreement</b></p> <p><b>SCORE:</b> 4.61  Std. Dev.: 0.61  Total Respondents: 18</p> <p><b>BENCHMARKS</b>  Past Score: 4.63  Similar Mission: 4.03  Similar Size: 4.19  All Orgs: 3.87</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	12	5	1	0	0	0																
Percentage:	66.67%	27.78%	5.56%	0.00%	0.00%	0.00%																
 <p><b>40. I feel free to be myself at work.</b></p> <p style="text-align: center;"><b>72% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>7</td> <td>6</td> <td>4</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>38.89%</td> <td>33.33%</td> <td>22.22%</td> <td>5.56%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	7	6	4	1	0	0	Percentage:	38.89%	33.33%	22.22%	5.56%	0.00%	0.00%	<p style="text-align: center;"><b>72% Agreement</b></p> <p><b>SCORE:</b> 4.06  Std. Dev.: 0.94  Total Respondents: 18</p> <p><b>BENCHMARKS</b>  Past Score: 4.28  Similar Mission: 3.92  Similar Size: 4.01  All Orgs: 3.82</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	7	6	4	1	0	0																
Percentage:	38.89%	33.33%	22.22%	5.56%	0.00%	0.00%																

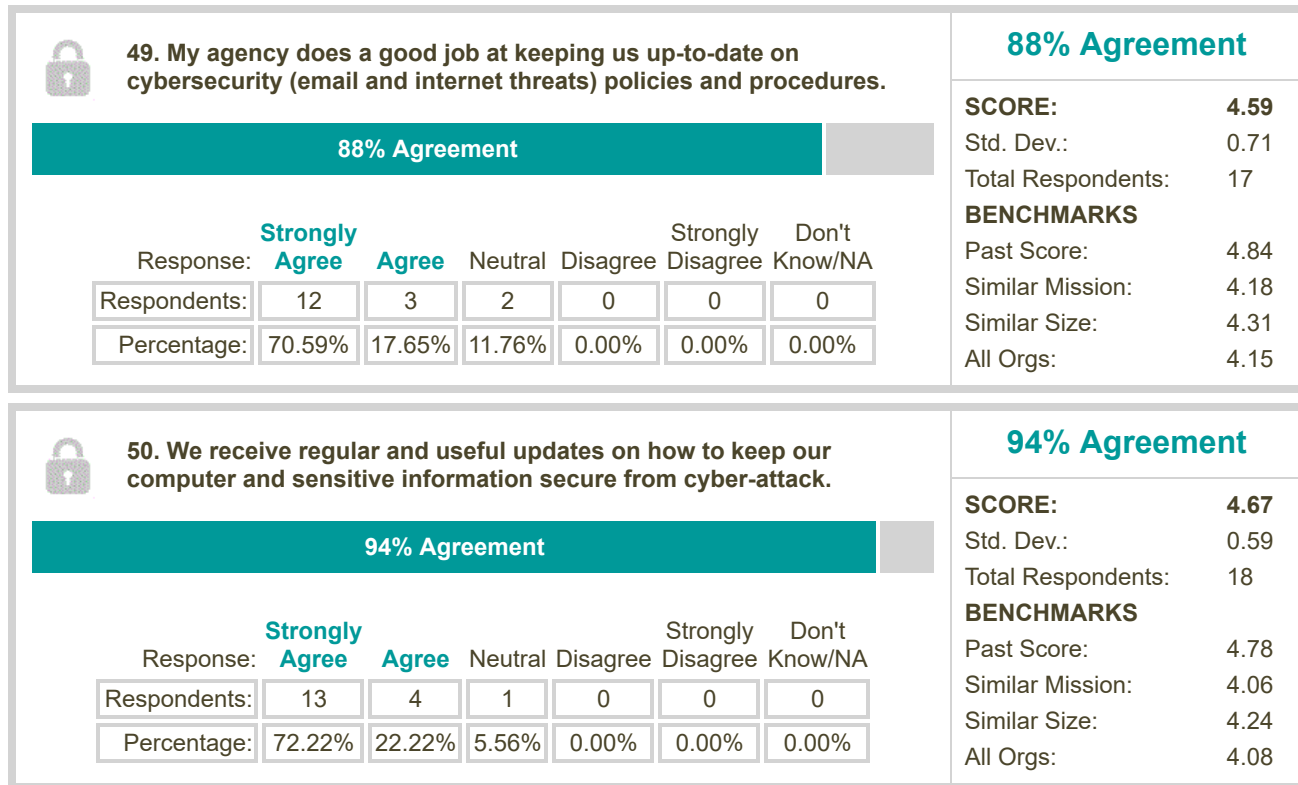
## Primary Items

 <p><b>41. The amount of work I am asked to do is reasonable.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>10</td> <td>6</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>55.56%</td> <td>33.33%</td> <td>11.11%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	10	6	2	0	0	0	Percentage:	55.56%	33.33%	11.11%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>89% Agreement</b></p> <p><b>SCORE:</b> 4.44 Std. Dev.: 0.71 Total Respondents: 18</p> <p><b>BENCHMARKS</b> Past Score: 4.61 Similar Mission: 3.84 Similar Size: 3.98 All Orgs: 3.71</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	10	6	2	0	0	0																
Percentage:	55.56%	33.33%	11.11%	0.00%	0.00%	0.00%																
 <p><b>42. I am proud to tell people that I work for this organization.</b></p> <p style="text-align: center;"><b>83% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>9</td> <td>6</td> <td>2</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>50.00%</td> <td>33.33%</td> <td>11.11%</td> <td>5.56%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	9	6	2	1	0	0	Percentage:	50.00%	33.33%	11.11%	5.56%	0.00%	0.00%	<p style="text-align: center;"><b>83% Agreement</b></p> <p><b>SCORE:</b> 4.28 Std. Dev.: 0.90 Total Respondents: 18</p> <p><b>BENCHMARKS</b> Past Score: 4.53 Similar Mission: 4.18 Similar Size: 4.35 All Orgs: 4.12</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	9	6	2	1	0	0																
Percentage:	50.00%	33.33%	11.11%	5.56%	0.00%	0.00%																
 <p><b>43. Harassment is not tolerated at my workplace.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>12</td> <td>4</td> <td>1</td> <td>0</td> <td>1</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>66.67%</td> <td>22.22%</td> <td>5.56%</td> <td>0.00%</td> <td>5.56%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	12	4	1	0	1	0	Percentage:	66.67%	22.22%	5.56%	0.00%	5.56%	0.00%	<p style="text-align: center;"><b>89% Agreement</b></p> <p><b>SCORE:</b> 4.44 Std. Dev.: 1.04 Total Respondents: 18</p> <p><b>BENCHMARKS</b> Past Score: 4.68 Similar Mission: 4.27 Similar Size: 4.42 All Orgs: 4.20</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	12	4	1	0	1	0																
Percentage:	66.67%	22.22%	5.56%	0.00%	5.56%	0.00%																
 <p><b>44. Employees are generally ethical in my workplace.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>9</td> <td>7</td> <td>1</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>50.00%</td> <td>38.89%</td> <td>5.56%</td> <td>5.56%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	9	7	1	1	0	0	Percentage:	50.00%	38.89%	5.56%	5.56%	0.00%	0.00%	<p style="text-align: center;"><b>89% Agreement</b></p> <p><b>SCORE:</b> 4.33 Std. Dev.: 0.84 Total Respondents: 18</p> <p><b>BENCHMARKS</b> Past Score: 4.68 Similar Mission: 4.24 Similar Size: 4.43 All Orgs: 4.14</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	9	7	1	1	0	0																
Percentage:	50.00%	38.89%	5.56%	5.56%	0.00%	0.00%																

## Primary Items

 <p><b>45. I believe we will use the information from this survey to improve our workplace.</b></p> <p style="text-align: center;"><b>72% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: teal;">Strongly Agree</th> <th style="color: teal;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: teal;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>7</td> <td>6</td> <td>3</td> <td>0</td> <td>1</td> <td>1</td> </tr> <tr> <td>Percentage:</td> <td>38.89%</td> <td>33.33%</td> <td>16.67%</td> <td>0.00%</td> <td>5.56%</td> <td>5.56%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	7	6	3	0	1	1	Percentage:	38.89%	33.33%	16.67%	0.00%	5.56%	5.56%	<p style="text-align: center;"><b>72% Agreement</b></p> <p><b>SCORE:</b> <b>4.06</b></p> <p>Std. Dev.: 1.09</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.11</p> <p>Similar Mission: 3.67</p> <p>Similar Size: 3.91</p> <p>All Orgs: 3.55</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	7	6	3	0	1	1																
Percentage:	38.89%	33.33%	16.67%	0.00%	5.56%	5.56%																
 <p><b>46. I am satisfied with the opportunities I have to give feedback on my supervisor's performance.</b></p> <p style="text-align: center;"><b>72% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: teal;">Strongly Agree</th> <th style="color: teal;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: teal;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>7</td> <td>6</td> <td>4</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>Percentage:</td> <td>38.89%</td> <td>33.33%</td> <td>22.22%</td> <td>0.00%</td> <td>0.00%</td> <td>5.56%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	7	6	4	0	0	1	Percentage:	38.89%	33.33%	22.22%	0.00%	0.00%	5.56%	<p style="text-align: center;"><b>72% Agreement</b></p> <p><b>SCORE:</b> <b>4.18</b></p> <p>Std. Dev.: 0.81</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.17</p> <p>Similar Mission: 3.70</p> <p>Similar Size: 3.82</p> <p>All Orgs: 3.59</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	7	6	4	0	0	1																
Percentage:	38.89%	33.33%	22.22%	0.00%	0.00%	5.56%																
 <p><b>47. Upper management (i.e. Executive and/or Senior Leadership) effectively communicates important information.</b></p> <p style="text-align: center;"><b>67% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: teal;">Strongly Agree</th> <th style="color: teal;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: teal;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>8</td> <td>4</td> <td>4</td> <td>1</td> <td>1</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>44.44%</td> <td>22.22%</td> <td>22.22%</td> <td>5.56%</td> <td>5.56%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	8	4	4	1	1	0	Percentage:	44.44%	22.22%	22.22%	5.56%	5.56%	0.00%	<p style="text-align: center;"><b>67% Agreement</b></p> <p><b>SCORE:</b> <b>3.94</b></p> <p>Std. Dev.: 1.21</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.21</p> <p>Similar Mission: 3.78</p> <p>Similar Size: 4.05</p> <p>All Orgs: 3.67</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	8	4	4	1	1	0																
Percentage:	44.44%	22.22%	22.22%	5.56%	5.56%	0.00%																
 <p><b>48. I am treated fairly in my workplace.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: teal;">Strongly Agree</th> <th style="color: teal;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: teal;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>9</td> <td>7</td> <td>1</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>50.00%</td> <td>38.89%</td> <td>5.56%</td> <td>5.56%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	9	7	1	1	0	0	Percentage:	50.00%	38.89%	5.56%	5.56%	0.00%	0.00%	<p style="text-align: center;"><b>89% Agreement</b></p> <p><b>SCORE:</b> <b>4.33</b></p> <p>Std. Dev.: 0.84</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.47</p> <p>Similar Mission: 4.09</p> <p>Similar Size: 4.26</p> <p>All Orgs: 3.98</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	9	7	1	1	0	0																
Percentage:	50.00%	38.89%	5.56%	5.56%	0.00%	0.00%																

## Primary Items



## Additional Items

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Organizations participating in the Survey are invited to submit up to 20 additional items for inclusion in the Survey. These items are included at the end of the online survey or are printed on an insert and included in each employee's survey packet. Please refer to the survey customization sheet that has been included later in this report for more information on additional items submitted by this organization.

\*Additional Items are not included if none were submitted.

Each additional item is returned with the item text and two types of reported numerical data, response data and benchmark data. The following definitions correspond to additional items:

### Response Data

- **Score** is calculated by averaging all item responses on a five point scale ranging from 5=Strongly Agree to 1=Strongly Disagree. If the participant selected Don't Know/Not Applicable, their response is considered a valid response, but it is not used in the calculation of the score.
- **Standard Deviation** calculates the level of agreement. Large deviations indicate greater levels of disagreement. For this report, you can expect standard deviations to be between .7 and 1.10.
- **Total Respondents** is the number of valid responses including Don't Know/Not Applicable. If everyone did not answer every item, the number of respondents for an item is less than the number of respondents reported in your response rate.
- **Respondents** is the number of participants who selected each item (strongly agree, agree, etc.).
- **Percentage** is the number of participants who selected each item (strongly agree, agree, etc.) divided by the total number of valid responses.
- **Percent Agreement** is the number of participants who agreed with the item (strongly agree or agree) divided by the total number of valid responses.

### Benchmark Data





Benchmark and over time data are not available for Additional Items.

### Interpreting Data

Any interpretation of data must be done in context of the organizational setting and environmental factors impacting the organization. Regardless of the averages, scores range from areas of strength to areas of concern. In general, most scores are between 3.00 and 4.00. Scores below a 3.25 are of concern because they indicate general dissatisfaction. Scores above 3.75 indicate positive perceptions. When available, over time data provides previous scores from and benchmark data comparative scores. In general (because various factors and statistical test would be needed to confirm), scores that have changed or differ by .2 may be significant.



## Additional Items

<p><b>1. Collaboration with other departments is frequent and easy.</b></p>						<p><b>72% Agreement</b></p>	
						<p><b>SCORE: 4.06</b> Std. Dev.: 1.11 Total Respondents: 18</p>	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree		Don't Know/NA
Respondents:	8	5	4	0	1		0
Percentage:	44.44%	27.78%	22.22%	0.00%	5.56%		0.00%
<p><b>2. Employee morale is good.</b></p>						<p><b>88% Agreement</b></p>	
						<p><b>SCORE: 4.29</b> Std. Dev.: 0.69 Total Respondents: 17</p>	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree		Don't Know/NA
Respondents:	7	8	2	0	0		0
Percentage:	41.18%	47.06%	11.76%	0.00%	0.00%		0.00%
<p><b>3. There is sufficient coordination and cooperation across division lines to achieve our organizational goals.</b></p>						<p><b>83% Agreement</b></p>	
						<p><b>SCORE: 4.22</b> Std. Dev.: 1.17 Total Respondents: 18</p>	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree		Don't Know/NA
Respondents:	10	5	1	1	1		0
Percentage:	55.56%	27.78%	5.56%	5.56%	5.56%		0.00%
<p><b>4. I have a clear understanding of what constitutes \"good\" customer service in my program area.</b></p>						<p><b>89% Agreement</b></p>	
						<p><b>SCORE: 4.82</b> Std. Dev.: 0.53 Total Respondents: 18</p>	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree		Don't Know/NA
Respondents:	15	1	1	0	0		1
Percentage:	83.33%	5.56%	5.56%	0.00%	0.00%		5.56%

## Additional Items

<p><b>5. My workload and job responsibilities are manageable.</b></p> <p><b>89% Agreement</b></p> <p>Response: <b>Strongly Agree</b> <b>Agree</b> Neutral Disagree <b>Strongly Disagree</b> Don't Know/NA</p> <table border="1"> <tr> <td>Respondents:</td> <td>12</td> <td>4</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>66.67%</td> <td>22.22%</td> <td>11.11%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </table>						Respondents:	12	4	2	0	0	0	Percentage:	66.67%	22.22%	11.11%	0.00%	0.00%	0.00%	<p><b>89% Agreement</b></p> <p><b>SCORE: 4.56</b> Std. Dev.: 0.71 Total Respondents: 18</p>
Respondents:	12	4	2	0	0	0														
Percentage:	66.67%	22.22%	11.11%	0.00%	0.00%	0.00%														
<p><b>6. I have a clear understanding of what is expected of me in my job.</b></p> <p><b>94% Agreement</b></p> <p>Response: <b>Strongly Agree</b> <b>Agree</b> Neutral Disagree <b>Strongly Disagree</b> Don't Know/NA</p> <table border="1"> <tr> <td>Respondents:</td> <td>13</td> <td>4</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>72.22%</td> <td>22.22%</td> <td>5.56%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </table>						Respondents:	13	4	1	0	0	0	Percentage:	72.22%	22.22%	5.56%	0.00%	0.00%	0.00%	<p><b>94% Agreement</b></p> <p><b>SCORE: 4.67</b> Std. Dev.: 0.59 Total Respondents: 18</p>
Respondents:	13	4	1	0	0	0														
Percentage:	72.22%	22.22%	5.56%	0.00%	0.00%	0.00%														
<p><b>7. I receive constructive feedback from my supervisor.</b></p> <p><b>83% Agreement</b></p> <p>Response: <b>Strongly Agree</b> <b>Agree</b> Neutral Disagree <b>Strongly Disagree</b> Don't Know/NA</p> <table border="1"> <tr> <td>Respondents:</td> <td>8</td> <td>7</td> <td>3</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>44.44%</td> <td>38.89%</td> <td>16.67%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </table>						Respondents:	8	7	3	0	0	0	Percentage:	44.44%	38.89%	16.67%	0.00%	0.00%	0.00%	<p><b>83% Agreement</b></p> <p><b>SCORE: 4.28</b> Std. Dev.: 0.75 Total Respondents: 18</p>
Respondents:	8	7	3	0	0	0														
Percentage:	44.44%	38.89%	16.67%	0.00%	0.00%	0.00%														
<p><b>8. Employees are held accountable for the quality of their work.</b></p> <p><b>82% Agreement</b></p> <p>Response: <b>Strongly Agree</b> <b>Agree</b> Neutral Disagree <b>Strongly Disagree</b> Don't Know/NA</p> <table border="1"> <tr> <td>Respondents:</td> <td>6</td> <td>8</td> <td>2</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>35.29%</td> <td>47.06%</td> <td>11.76%</td> <td>5.88%</td> <td>0.00%</td> <td>0.00%</td> </tr> </table>						Respondents:	6	8	2	1	0	0	Percentage:	35.29%	47.06%	11.76%	5.88%	0.00%	0.00%	<p><b>82% Agreement</b></p> <p><b>SCORE: 4.12</b> Std. Dev.: 0.86 Total Respondents: 17</p>
Respondents:	6	8	2	1	0	0														
Percentage:	35.29%	47.06%	11.76%	5.88%	0.00%	0.00%														

## Additional Items

<p><b>9. Merit pay, bonuses, and other awards for quality work are given to deserving employees.</b></p> <p style="text-align: center;"><b>72% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>8</td> <td>5</td> <td>4</td> <td>0</td> <td>1</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>44.44%</td> <td>27.78%</td> <td>22.22%</td> <td>0.00%</td> <td>5.56%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	8	5	4	0	1	0	Percentage:	44.44%	27.78%	22.22%	0.00%	5.56%	0.00%	<p style="color: #008080; font-weight: bold; font-size: 1.2em;">72% Agreement</p> <p><b>SCORE:</b> 4.06  Std. Dev.: 1.11  Total Respondents: 18</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	8	5	4	0	1	0																
Percentage:	44.44%	27.78%	22.22%	0.00%	5.56%	0.00%																
<p><b>10. Our organization takes time to celebrate and recognize its employees.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>12</td> <td>4</td> <td>1</td> <td>0</td> <td>1</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>66.67%</td> <td>22.22%</td> <td>5.56%</td> <td>0.00%</td> <td>5.56%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	12	4	1	0	1	0	Percentage:	66.67%	22.22%	5.56%	0.00%	5.56%	0.00%	<p style="color: #008080; font-weight: bold; font-size: 1.2em;">89% Agreement</p> <p><b>SCORE:</b> 4.44  Std. Dev.: 1.04  Total Respondents: 18</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	12	4	1	0	1	0																
Percentage:	66.67%	22.22%	5.56%	0.00%	5.56%	0.00%																
<p><b>11. My supervisor keeps me informed of what I need to know to effectively do my job.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>10</td> <td>6</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>55.56%</td> <td>33.33%</td> <td>11.11%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	10	6	2	0	0	0	Percentage:	55.56%	33.33%	11.11%	0.00%	0.00%	0.00%	<p style="color: #008080; font-weight: bold; font-size: 1.2em;">89% Agreement</p> <p><b>SCORE:</b> 4.44  Std. Dev.: 0.71  Total Respondents: 18</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	10	6	2	0	0	0																
Percentage:	55.56%	33.33%	11.11%	0.00%	0.00%	0.00%																
<p><b>12. Supervisor effectiveness has improved over the past twelve months.</b></p> <p style="text-align: center;"><b>72% Agreement</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>7</td> <td>6</td> <td>3</td> <td>1</td> <td>0</td> <td>1</td> </tr> <tr> <td>Percentage:</td> <td>38.89%</td> <td>33.33%</td> <td>16.67%</td> <td>5.56%</td> <td>0.00%</td> <td>5.56%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	7	6	3	1	0	1	Percentage:	38.89%	33.33%	16.67%	5.56%	0.00%	5.56%	<p style="color: #008080; font-weight: bold; font-size: 1.2em;">72% Agreement</p> <p><b>SCORE:</b> 4.12  Std. Dev.: 0.93  Total Respondents: 18</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	7	6	3	1	0	1																
Percentage:	38.89%	33.33%	16.67%	5.56%	0.00%	5.56%																

## Additional Items

<p><b>13. My supervisor treats employees fairly.</b></p> <p style="text-align: center;"><b>100% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>10</td> <td>8</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>55.56%</td> <td>44.44%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	10	8	0	0	0	0	Percentage:	55.56%	44.44%	0.00%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>100% Agreement</b></p> <p><b>SCORE:</b> 4.56 Std. Dev.: 0.51 Total Respondents: 18</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	10	8	0	0	0	0																
Percentage:	55.56%	44.44%	0.00%	0.00%	0.00%	0.00%																
<p><b>14. I can disagree with my supervisor without fear of getting into trouble.</b></p> <p style="text-align: center;"><b>94% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>8</td> <td>9</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>44.44%</td> <td>50.00%</td> <td>5.56%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	8	9	1	0	0	0	Percentage:	44.44%	50.00%	5.56%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>94% Agreement</b></p> <p><b>SCORE:</b> 4.39 Std. Dev.: 0.61 Total Respondents: 18</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	8	9	1	0	0	0																
Percentage:	44.44%	50.00%	5.56%	0.00%	0.00%	0.00%																
<p><b>15. My supervisor is helpful when I have a question.</b></p> <p style="text-align: center;"><b>94% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>11</td> <td>6</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>61.11%</td> <td>33.33%</td> <td>5.56%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	11	6	1	0	0	0	Percentage:	61.11%	33.33%	5.56%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>94% Agreement</b></p> <p><b>SCORE:</b> 4.56 Std. Dev.: 0.62 Total Respondents: 18</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	11	6	1	0	0	0																
Percentage:	61.11%	33.33%	5.56%	0.00%	0.00%	0.00%																
<p><b>16. My supervisor gives me recognition when I do a good job.</b></p> <p style="text-align: center;"><b>89% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>9</td> <td>7</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>50.00%</td> <td>38.89%</td> <td>11.11%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	9	7	2	0	0	0	Percentage:	50.00%	38.89%	11.11%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>89% Agreement</b></p> <p><b>SCORE:</b> 4.39 Std. Dev.: 0.70 Total Respondents: 18</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	9	7	2	0	0	0																
Percentage:	50.00%	38.89%	11.11%	0.00%	0.00%	0.00%																

## Engagement Items

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Employee Engagement items span several constructs, and capture the degree to which employees are willing to go above and beyond, feel committed to the organization and are present while working. This construct measures the degree to which employees feel that their ideas count, their work impacts the organization and their well being and development is valued.

Each engagement item is returned with the item text and two types of reported numerical data, response data and benchmark data. The following definitions correspond to survey items:

### Response Data

- **Score** is calculated by averaging all item responses on a five point scale ranging from 5=Strongly Agree to 1=Strongly Disagree. If the participant selected Don't Know/Not Applicable, their response is considered a valid response, but it is not used in the calculation of the score.
- **Standard Deviation** calculates the level of agreement. Large deviations indicate greater levels of disagreement. For this report, you can expect standard deviations to be between .7 and 1.10.
- **Total Respondents** is the number of valid responses including Don't Know/Not Applicable. If everyone did not answer every item, the number of respondents for an item is less than the number of respondents reported in your response rate.
- **Respondents** is the number of participants who selected each item (strongly agree, agree, etc.).
- **Percentage** is the number of participants who selected each item (strongly agree, agree, etc.) divided by the total number of valid responses.
- **Percent Agreement** is the number of participants who agreed with the item (strongly agree or agree) divided by the total number of valid responses.





### Benchmark Data

- **Past Score** is your organization's score reported from the previous iteration, if available.
- **Similar Mission** is the average score from organizations that share a similar mission to your organization.
- **Similar Size** is the average score from organizations that are a similar size to your organization.
- **All Organizations** is the average score from all organizations.





### Interpreting Data

Any interpretation of data must be done in context of the organizational setting and environmental factors impacting the organization. Regardless of the averages, scores range from areas of strength to areas of concern. In general, most scores are between 3.00 and 4.00. Scores below a 3.25 are of concern because they indicate general dissatisfaction. Scores above 3.75 indicate positive perceptions. When available, over time data provides previous scores from and benchmark data comparative scores. In general (because various factors and statistical test would be needed to confirm), scores that have changed or differ by .2 may be significant.





## Engagement Items

 <p>2. In my work group, my opinions and ideas count.</p> <p style="text-align: center;"><b>100% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>11</td> <td>7</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>61.11%</td> <td>38.89%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	11	7	0	0	0	0	Percentage:	61.11%	38.89%	0.00%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>100% Agreement</b></p> <p><b>SCORE:</b> 4.61</p> <p>Std. Dev.: 0.50</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.53</p> <p>Similar Mission: 4.15</p> <p>Similar Size: 4.26</p> <p>All Orgs: 4.05</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	11	7	0	0	0	0																
Percentage:	61.11%	38.89%	0.00%	0.00%	0.00%	0.00%																
 <p>5. Our organization is known for the quality of work we provide.</p> <p style="text-align: center;"><b>94% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>11</td> <td>6</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>Percentage:</td> <td>61.11%</td> <td>33.33%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> <td>5.56%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	11	6	0	0	0	1	Percentage:	61.11%	33.33%	0.00%	0.00%	0.00%	5.56%	<p style="text-align: center;"><b>94% Agreement</b></p> <p><b>SCORE:</b> 4.65</p> <p>Std. Dev.: 0.49</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.79</p> <p>Similar Mission: 4.11</p> <p>Similar Size: 4.32</p> <p>All Orgs: 4.05</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	11	6	0	0	0	1																
Percentage:	61.11%	33.33%	0.00%	0.00%	0.00%	5.56%																
 <p>6. I know how my work impacts others in the organization.</p> <p style="text-align: center;"><b>100% Agreement</b></p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>12</td> <td>6</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage:</td> <td>66.67%</td> <td>33.33%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	12	6	0	0	0	0	Percentage:	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%	<p style="text-align: center;"><b>100% Agreement</b></p> <p><b>SCORE:</b> 4.67</p> <p>Std. Dev.: 0.49</p> <p>Total Respondents: 18</p> <p><b>BENCHMARKS</b></p> <p>Past Score: 4.63</p> <p>Similar Mission: 4.41</p> <p>Similar Size: 4.52</p> <p>All Orgs: 4.31</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
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## Engagement Items

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## Engagement Items

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## Constructs and Related Items

The Survey of Employee Engagement framework is composed of twelve Survey Constructs designed to broadly profile areas of strength and concern so that interventions may be targeted appropriately. Survey Constructs are developed from the Primary Items (numbered 1-48). This Appendix contains a summary of the Survey Constructs and the related Primary Items. Constructs are scored differently from items to denote them as a separate measure. Using this scoring convention, construct scores can range from a low of 100 to a high of 500.

### Your Data

Current Score is calculated by averaging the mean score of the related primary items and then multiplying by 100. For example if the construct score is 389, then the average of the related primary items is 3.89.

### Benchmark Data

- **Past Score** is your organization's score reported from the previous iteration. "None" is reported if there is no past score, if the construct is new or consists of new items, or if no comparative data is available.
- **All Respondents** is the average score from all participants from all organizations.
- **Size Category** is the average score from organizations that are similar size to your organization.
- **Mission** is the average score from organizations of similar mission to your organization.
- **Organizational Categories** are benchmarked against the organization as a whole.

### What is a good score?

Any interpretation of data must be done in context of the organizational setting and environmental factors impacting the organization. In general, most scores are between 300 and 400. Scores below a 325 are of concern because they indicate general dissatisfaction. Scores above 375 indicate positive perceptions.



## Constructs and Related Items



### Workgroup

Construct Score: 443

The workgroup construct captures employees' perceptions of the people they work with on a daily basis and how effective they are. This construct measures the degree to which employees view their workgroup as effective, cohesive and open to the opinions of all members.	Score	Std. Dev.
1. My work group cooperates to get the job done.	4.61	0.50
2. In my work group, my opinions and ideas count.	4.61	0.50
3. My work group regularly uses performance data to improve the quality of our work.	4.17	0.79
4. In my work group, there is a real feeling of teamwork.	4.33	0.69



### Strategic

Construct Score: 454

The strategic construct captures employees' perceptions of their role in the organization and the organization's mission, vision, and strategic plan. This construct measures the degree to which employees understand their role in the organization and consider the organization's reputation to be positive.	Score	Std. Dev.
5. Our organization is known for the quality of work we provide.	4.65	0.49
6. I know how my work impacts others in the organization.	4.67	0.49
7. My organization develops services to match the needs of our customers/clients.	4.33	0.77
8. Our organization communicates effectively with the public.	4.50	0.62
9. I have a good understanding of our mission, vision, and strategic plan.	4.56	0.51



### Supervision

Construct Score: 464

The supervision construct captures employees' perceptions of the nature of supervisory relationships within the organization. This construct measures the degree to which employees view their supervisors as fair, helpful and critical to the workflow.	Score	Std. Dev.
10. My supervisor provides me with a clear understanding of my work responsibilities.	4.72	0.46
11. My supervisor recognizes outstanding work.	4.72	0.46
12. I am given the opportunity to do my best work.	4.56	0.62
13. My supervisor is consistent when administering policies concerning employees.	4.59	0.80
14. My supervisor evaluates my performance fairly.	4.61	0.61



### Workplace

Construct Score: 454

The workplace construct captures employees' perceptions of the total work atmosphere, workplace safety, and the overall feel. This construct measures the degree to which employees see the setting as satisfactory, safe and that adequate tools and resources are available.	Score	Std. Dev.
15. Given the type of work I do, my physical workplace meets my needs.	4.61	0.50
16. My workplace is well maintained.	4.33	0.91
17. There are sufficient procedures to ensure the safety of employees in the workplace.	4.67	0.59
18. I have adequate resources and equipment to do my job.	4.56	0.71



## Constructs and Related Items



### Community

Construct Score: 432

The community construct captures employees' perceptions of the relationships between employees in the workplace, including trust, respect, care, and diversity among colleagues. This construct measures the degree to which employees feel respected, cared for, and have established trust with their colleagues.	Score	Std. Dev.
19. The people I work with treat each other with respect.	4.39	0.92
20. My organization works to attract, develop, and retain people with diverse backgrounds.	4.28	1.18
21. The people I work with care about my personal well-being.	4.33	0.84
22. I trust the people in my workplace.	4.28	0.67



### Information Systems

Construct Score: 439

The information systems construct captures employees' perceptions of whether computer and communication systems prove accessible, accurate, and clear information. This construct measures the degree to which employees view the availability and utility of information positively.	Score	Std. Dev.
23. My work group uses the latest technologies to communicate and interact.	4.22	0.73
24. Our computer systems provide reliable information.	4.39	0.70
25. Support is available for the technologies we use.	4.44	0.78
26. Our computer systems enable me to quickly find the information I need.	4.50	0.62



### Internal Communication

Construct Score: 439

The internal communication construct captures employees' perceptions of whether communication in the organization is reasonable, candid and helpful. This construct measures the degree to which employees view communication with peers, supervisors and other parts of the organization as functional and effective.	Score	Std. Dev.
27. The communication channels I must go through at work are reasonable.	4.50	0.62
28. My work atmosphere encourages open and honest communication.	4.39	0.70
29. The communications I receive at work are timely and informative.	4.28	0.75



### Pay

Construct Score: 429

The pay construct captures employees' perceptions of how well the compensation package offered by the organization holds up when compared to similar jobs in other organizations. This construct measures the degree to which employees view pay as well valued relative to the type of work, work demands and comparable positions.	Score	Std. Dev.
30. My pay keeps pace with the cost of living.	4.18	0.64
31. Salaries are competitive with similar jobs in the community.	4.44	0.51
32. I feel I am paid fairly for the work I do.	4.24	0.75

## Constructs and Related Items



### Benefits

Construct Score: 423

The benefits construct captures employees' perceptions of how the benefits package compares to packages at similar organizations and how flexible it is. This construct measures the degree to which employees see health insurance and retirement benefits as competitive with similar jobs in the community.	Score	Std. Dev.
33. Retirement benefits are competitive with similar jobs in the community.	4.35	0.86
34. Health insurance benefits are competitive with similar jobs in the community.	4.22	0.94
35. Benefits can be selected to meet individual needs.	4.11	0.76



### Employee Development

Construct Score: 413

The employee development construct captures employees' perceptions about the priority given to their personal and job growth needs. This construct measures the degree to which employees feel the organization provides opportunities for growth in organizational responsibilities and personal needs in their careers.	Score	Std. Dev.
36. I believe I have a career with this organization.	4.22	1.11
37. Training is made available to me so that I can do my job better.	4.17	1.15
38. Training is made available to me for personal growth and development.	4.00	1.14



### Job Satisfaction

Construct Score: 435

The job satisfaction construct captures employees' perceptions about the overall work situation and ability to maintain work-life balance. This construct measures the degree to which employees are pleased with working conditions and their workload.	Score	Std. Dev.
39. My work environment supports a balance between work and personal life.	4.61	0.61
40. I feel free to be myself at work.	4.06	0.94
41. The amount of work I am asked to do is reasonable.	4.44	0.71
42. I am proud to tell people that I work for this organization.	4.28	0.90



### Climate

While not scored as a construct, the following six items assess the climate in which employees work. The appropriate climate is a combination of a safe, non-harassing environment with ethical abiding employees who treat each other with fairness and respect. Moreover, it is an organization with proactive management that communicates and has the capability to make thoughtful decisions.	Score	Std. Dev.
43. Harassment is not tolerated at my workplace.	4.44	1.04
44. Employees are generally ethical in my workplace.	4.33	0.84
45. I believe we will use the information from this survey to improve our workplace.	4.06	1.09
46. I am satisfied with the opportunities I have to give feedback on my supervisor's performance.	4.18	0.81
47. Upper management (i.e. Executive and/or Senior Leadership) effectively communicates important information.	3.94	1.21
48. I am treated fairly in my workplace.	4.33	0.84



## Constructs and Related Items

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### Cybersecurity

While not scored as a construct, the following two items assess the cybersecurity in which employees work.	Score	Std. Dev.
49. My agency does a good job at keeping us up-to-date on cybersecurity (email and internet threats) policies and procedures.	4.59	0.71
50. We receive regular and useful updates on how to keep our computer and sensitive information secure from cyber-attack.	4.67	0.59

## Constructs and Related Items



### Employee Engagement

Construct Score: 449

Twelve items spanning several constructs were selected to get a more focused look at Employee Engagement. The Employee Engagement construct captures the degree to which employees are willing to go above and beyond, feel committed to the organization and are present while working. This construct measures the degree to which employees feel that their ideas count, their work impacts the organization and their well being and development is valued at the organization.	Score	Std. Dev.
2. In my work group, my opinions and ideas count.	4.61	0.50
5. Our organization is known for the quality of work we provide.	4.65	0.49
6. I know how my work impacts others in the organization.	4.67	0.49
10. My supervisor provides me with a clear understanding of my work responsibilities.	4.72	0.46
11. My supervisor recognizes outstanding work.	4.72	0.46
12. I am given the opportunity to do my best work.	4.56	0.62
14. My supervisor evaluates my performance fairly.	4.61	0.61
18. I have adequate resources and equipment to do my job.	4.56	0.71
21. The people I work with care about my personal well-being.	4.33	0.84
22. I trust the people in my workplace.	4.28	0.67
37. Training is made available to me so that I can do my job better.	4.17	1.15
38. Training is made available to me for personal growth and development.	4.00	1.14



# Survey Customization Sheet

## Organizational Category Codes: Category 1

101 - Executive	102 - Finance
103 - Information Technology	104 - Investigations
105 - Legal	106 - Operations
107 - Program Management	108 - Registration

## Additional Items

1. Collaboration with other departments is frequent and easy.
2. Employee morale is good.
3. There is sufficient coordination and cooperation across division lines to achieve our organizational goals.
4. I have a clear understanding of what constitutes "good" customer service in my program area.
5. My workload and job responsibilities are manageable.
6. I have a clear understanding of what is expected of me in my job.
7. I receive constructive feedback from my supervisor.
8. Employees are held accountable for the quality of their work.
9. Merit pay, bonuses, and other awards for quality work are given to deserving employees.
10. Our organization takes time to celebrate and recognize its employees.
11. My supervisor keeps me informed of what I need to know to effectively do my job.
12. Supervisor effectiveness has improved over the past twelve months.
13. My supervisor treats employees fairly.
14. I can disagree with my supervisor without fear of getting into trouble.
15. My supervisor is helpful when I have a question.
16. My supervisor gives me recognition when I do a good job.



**Texas Board of Architectural Examiners  
Proposed Fiscal Year 2021 Budget**

	FY 2020 Approved Budget	FY 2020 Projected through 8/31/19	FY 2021 Proposed Budget
<b>Revenues:</b>			
Licenses & Fees	\$ 2,852,329	\$ 2,852,329	\$ 2,852,329
Business Registration Fees	\$ 127,000	\$ 142,460	\$ 142,460
Late Fee Payments	\$ 135,000	\$ 122,456	\$ 135,000
Other	\$ 5,000	\$ 2,379	\$ 2,500
Interest	\$ 44,000	\$ 27,452	\$ 30,000
<b>Potential Draw on Fund Balance</b>	<b>\$ -</b>		<b>\$ 79,210</b>
<b>Total Revenues</b>	<b>\$ 3,163,329</b>	<b>\$ 3,147,076</b>	<b>\$ 3,241,499</b>
<b>Expenditures:</b>			
Salaries and Wages	\$ 1,688,262	\$ 1,629,890	\$ 1,738,910
Payroll Related Costs	\$ 584,067	\$ 567,839	\$ 601,589
Professional Fees & Services	\$ 30,000	\$ 14,490	\$ 30,000
Travel			
Board Travel	\$ 24,000	\$ 13,333	\$ 24,000
Staff Travel	\$ 19,000	\$ 14,209	\$ 20,000
Office Supplies	\$ 9,000	\$ 9,000	\$ 9,000
Postage	\$ 12,000	\$ 8,276	\$ 9,000
Communication and Utilities	\$ 18,000	\$ 17,081	\$ 23,000
Repairs and Maintenance	\$ 1,000	\$ 1,000	\$ 1,000
SWCAP Payment with Office Rental	\$ 116,000	\$ 191,000	\$ 127,000
Equipment Leases--Copiers	\$ 8,000	\$ 5,593	\$ 7,000
Printing	\$ 9,000	\$ 6,626	\$ 8,000
Operating Expenditures	\$ 28,000	\$ 100,000	\$ 28,000
Registration Fees--Employee Training	\$ 10,000	\$ 10,530	\$ 10,000
Membership Dues	\$ 21,000	\$ 20,116	\$ 21,000
Payment to GR	\$ 510,000	\$ 510,000	\$ 510,000
Information Technology	\$ 55,000	\$ 63,708	\$ 46,000
Information Security	\$ 21,000	\$ 12,663	\$ 28,000
<b>Total Expenditures</b>	<b>\$ 3,163,329</b>	<b>\$ 3,195,354</b>	<b>\$ 3,241,499</b>
<b>Excess/ (Deficiency) of Rev over Exp.</b>	<b>-</b>	<b>(48,278)</b>	<b>0</b>

Richard H. McNeel, AIA, NCARB, IIDA, LEED AP  
Chair, NCARB Region 3  
JBHM Architects PA  
308 East Pearl Street, Suite 300  
Jackson, MS 39201

Terry L. Allers, FAIA, NCARB, Hon. FCARM  
*President/Chair of the Board*  
Fort Dodge, Iowa

Dear Richard:

Robert M. Calvani, FAIA, NCARB  
*First Vice President/President-elect*  
Albuquerque, New Mexico

In response to the recent request from Region 3, the NCARB Board has amended the Professional Conduct Committee (PCC) Rules of Procedure to limit for six months the PCC review of Member Board disciplinary actions to those actions resulting in suspension or revocation of a license. During this interim period, President-elect Robert Calvani has charged the incoming Member Board Executive (MBE) Committee and the PCC to jointly design a process to solicit input from all Member Boards regarding a preferred scope for the PCC. The FY21 Board will then apply Member Board feedback to a revision of the PCC Rules of Procedure.

Alfred Vidaurri Jr., FAIA, NCARB, AICP  
*Second Vice President*  
Fort Worth, Texas

Bayliss Ward, NCARB, AIA  
*Treasurer*  
Bozeman, Montana

Any pending requests for information from licensees regarding their discipline will be revoked if that discipline did not result in a suspension or revocation of a license. The ongoing role of the PCC in reviewing licensure candidate conduct will continue unaltered. Also while NCARB is not discouraging Member Boards from updating the Disciplinary Database only those entries which refer to licensees who have been suspended or revoked will be referred to the PCC for review

Jon Alan Baker, FAIA, NCARB, LEED AP  
*Secretary*  
San Diego, California

David L. Hoffman, FAIA, NCARB, Hon. FCARM  
*Past President*  
Wichita, Kansas

Stephen D. Schreiber, FAIA, NCARB  
*Director, Region 1*  
Amherst, Massachusetts

The issue of how to address so-called "administrative discipline" has been a recurring topic among PCC members and Member Board Executives over several years. Consensus regarding the collection and sharing of this information, as well as the appropriate level of PCC response, has been elusive. The Region's inquiry has assisted in framing these issues for the next steps in soliciting Member Board comment.

Paul D. Edmeades, RA, AIA, NCARB  
*Director, Region 2*  
Bel Air, Maryland

Robert W. McKinney, Ed.D., NCARB  
*Director, Region 3*  
Washington, Louisiana

We also appreciate the feedback given to us during the Regional Summit, both from the exchange with the NCARB Visiting Team at your regional meeting, and in individual conversations with Texas and regional officials. As a result of those discussions, NCARB staff have modified internal protocols to include copying Member Board Executives on all PCC communication, changing the tone and content of notice letters to de-escalate the impression of a legal confrontation, and adopted a more considered and measured approach to requests and notices relative to determining the basis for a PCC review.

Kenneth R. Van Tine, AIA, NCARB, LEED AP  
*Director, Region 4*  
Brighton, Michigan

Ricky L. Engebretson, AIA, NCARB  
*Director, Region 5*  
Fargo, North Dakota

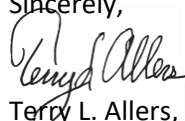
Edward T. Marley, NCARB, AIA, LEED AP  
*Director, Region 6*  
Tucson, Arizona

We look forward to receiving comment from all of our Member Boards regarding further steps to clarify the PCC role in reviewing the status of certificate holders, and qualification to obtain a certificate, stemming from violations which endanger the public health, safety and welfare.

Katherine E. Hillegas  
*Member Board Executive Director*  
St. Francisville, Louisiana

Sincerely,

Darryl R. Hamm  
*Public Director*  
Harrisburg, Pennsylvania



Terry L. Allers, President

Michael J. Armstrong  
*Chief Executive Officer*

Copies: Jenny Owen, Region 3 Executive

Ken VanTine, AIA, NCARB, LEED AP, Board Liaison, PCC; Director, Region 4  
Debra Dockery, FAIA, NCARB, Chair, Texas Board of Architectural Examiners  
Julie Hildebrand, Executive Director, Texas Board of Architectural Examiners  
Nate Baker, AIA, NCARB, Chair, Professional Conduct Committee  
Emily Cronbaugh, Chair, Member Board Executives Committee  
Vanessa Williamson, PCC Staff Liaison; Assistant Vice President, Administration  
Roxanne Alston, Vice President, Customer Relations  
Joshua Batkin, Vice President, Council Relations

## **Proposed Amendments to Rules 1.5, 1.65, 3.5, 3.65, 5.5, and 5.75**

### **Relating to the Effect of Student Loan Default on Registration Renewal**

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#### **Background**

Recently, SB 37 was enacted, which repealed previous law relating the effect of student loan default on the renewal of a professional license in Texas. Under former Tex. Education Code §57.491, licensing agencies, including TBAE, were prohibited from renewing the license of a person who was in default on loans guaranteed by the Texas Guaranteed Student Loan Corporation (TGSLC). Additionally, licensing agencies were required to adopt rules to carry out the licensing agency's duties under the previous law. Pursuant to these requirements, the Board adopted Rules 1.65(d), 3.65(d), and 5.75(d), which identified the procedures used by the Board to implement the requirement in former Education Code §57.491. In support of these rules, the Board adopted related definitions in Rules 1.5, 3.5, and 5.5.

However, under SB 37, which became effective on June 7, 2019, the legislature repealed Education Code §57.491. Instead, the legislature has enacted Occupations Code §56.003, which prohibits licensing authorities from taking disciplinary action against a person based on the person's default on a student loan or breach of a student loan repayment contract or scholarship contract, including denying renewal. Therefore, Board Rules 1.5(55)&(56), 1.65(d), 3.5(61)&(62), (3.65(d), 5.5(55)&(56), and 5.75(d) are obsolete and conflict with the amended laws.

The Board considered these statutory changes at the November 2019 Board meeting and proposed amendments to 22 Tex. Admin. Code §§1.5, 1.65, 3.5, 3.65, 5.5, and 5.75. The proposed rules were published in the March 27, 2020 issue of the Texas Register (45 TexReg 2104). No comments were received on the proposed rules.

#### **Proposed Amendments**

The proposed rules amend Board Rules 1.65(d), 3.65(d), and 5.75(d). These subsections identify the process used by the Board to deny registration renewal for registrants who have defaulted on the repayment of a loan guaranteed by the TGSLC. Since the Board is no longer required to deny the renewal of such individuals, and is in fact prohibited from doing so, these

provisions are obsolete and contrary to the amended law. Additionally, the proposed rules repeal the definitions for “Texas Guaranteed Student Loan Corporation” and “TGSLC” located in Board Rules 1.5, 3.5, and 5.5. Since these terms are only addressed in Board Rules 1.65(d), 3.65(d), and 5.75(d), definitions are no longer necessary under the proposed amendments.

**Staff Recommendation**

Staff recommends that the Board approve the attached proposed amendments to 22 Tex. Admin. Code §§ 1.5, 1.65, 3.5, 3.65, 5.5, and 5.75 for final adoption.

*§1.5. Terms Defined Herein.*

The following words, terms, and acronyms, when used in this chapter, shall have the following meanings, unless the context clearly indicates otherwise.

(1) - (68) (No change.)

~~[(69)] [Texas Guaranteed Student Loan Corporation (TGS LC) — A public, nonprofit corporation that administers the Federal Family Education Loan Program.]~~

~~[(70)] [TGS LC — Texas Guaranteed Student Loan Corporation.]~~

(69)~~[(71)]~~ Vice-Chair--The member of the Board who serves as the assistant presiding officer and, in the absence of the Chair, serves as the Board's presiding officer. If necessary, the Vice-Chair succeeds the Chair until a new Chair is appointed.

*§1.65. Annual Renewal Procedure.*

(a) - (c) (No change.)

~~[(d)] [If the Board receives official notice that an Architect has defaulted on the repayment of a loan guaranteed by the Texas Guaranteed Student Loan Corporation (TGS LC), the Board may not renew the Architect's registration unless:]~~

~~[(1)] [the renewal is the first renewal following the Board's receipt of official notice regarding the default;]~~

~~[(2)] [the Architect presents to the Board a certificate from TGS LC certifying that the Architect has entered into a repayment agreement for the defaulted loan; or]~~

~~[(3)] [the Architect presents to the Board a certificate from TGS LC certifying that the Architect is not in default on a loan guaranteed by TGS LC.]~~

(d)~~[(e)]~~ If the Board receives official notice that an Architect has failed to pay court ordered child support, the Board may be prohibited from renewing the Architect's registration.

(e)~~[(f)]~~ If a registration is not renewed within 2 years after the specified registration expiration date, the registration shall be cancelled by operation of law on the two-year anniversary of its expiration without an opportunity for a formal hearing. If a registration is cancelled pursuant to this subsection, the registration may not be

reinstated. In order to obtain a new certificate of registration, a person whose registration was cancelled pursuant to this subsection must:

(1) submit an application for registration and satisfy all requirements for registration pursuant to §1.21 of this title (relating to Registration by Examination), including the successful completion of the registration examination;

(2) submit an application for registration by reciprocal transfer and satisfy all requirements for registration by reciprocal transfer pursuant to §1.22 of this title (relating to Registration by Reciprocal Transfer); or

(3) submit an application for registration and demonstrate that he/she moved to another state and is currently licensed or registered and has been in practice in the other state for at least the 2 years immediately preceding the date of the application.

*§3.5. Terms Defined Herein.*

The following words, terms, and acronyms, when used in this chapter, shall have the following meanings, unless the context clearly indicates otherwise.

(1) - (60) (No change.)

~~[(61) Texas Guaranteed Student Loan Corporation (TGSLC) — A public, nonprofit corporation that administers the Federal Family Education Loan Program.~~

~~(62) TGSLC — Texas Guaranteed Student Loan Corporation.]~~

(61) ~~[(63)]~~ Vice-Chair--The member of the Board who serves as the assistant presiding officer and, in the absence of the Chair, serves as the Board's presiding officer. If necessary, the Vice-Chair succeeds the Chair until a new Chair is appointed.

*§3.65. Annual Renewal Procedure.*

(a) - (c) (No change.)

~~[(d) If the Board receives official notice that a Landscape Architect has defaulted on the repayment of a loan guaranteed by the Texas Guaranteed Student Loan Corporation (TGSLC), the Board may not renew the Landscape Architect's registration unless:~~

~~(1) the renewal is the first renewal following the Board's receipt of official notice regarding the default;~~

~~(2) the Landscape Architect presents to the Board a certificate from TGSLC certifying that the Landscape Architect has entered into a repayment agreement for the defaulted loan; or~~

~~(3) the Landscape Architect presents to the Board a certificate from TGSLC certifying that the Landscape Architect is not in default on a loan guaranteed by TGSLC.]~~

(d) ~~[(e)]~~ If the Board receives official notice that a Landscape Architect has failed to pay court ordered child support, the Board may be prohibited from renewing the Landscape Architect's registration.

(e) ~~[(f)]~~ If a registration is not renewed within 2 years after the specified registration expiration date, the registration shall be cancelled by operation of law on the two-year

anniversary of its expiration without an opportunity for a formal hearing. If a registration is cancelled pursuant to this subsection, the registration may not be reinstated. In order to obtain a new certificate of registration, a person whose registration was cancelled pursuant to this subsection must:

(1) submit an application for registration and satisfy all requirements for registration pursuant to §3.21 of this title (regarding Registration by Examination), including the successful completion of the registration examination;

(2) submit an application for registration by reciprocal transfer and satisfy all requirements for registration by reciprocal transfer pursuant to §3.22 of this title (regarding Registration by Reciprocal Transfer); or

(3) submit an application for registration and demonstrate that he/she moved to another state and is currently licensed or registered and has been in practice in the other state for at least the 2 years immediately preceding the date of the application.



*§5.5. Terms Defined Herein.*

The following words, terms, and acronyms, when used in this chapter, shall have the following meanings, unless the context clearly indicates otherwise.

(1) - (54) (No change.)

~~[(55)] [Texas Guaranteed Student Loan Corporation (TGSLC) — A public, nonprofit corporation that administers the Federal Family Education Loan Program.]~~

~~[(56)] [TGSLC — Texas Guaranteed Student Loan Corporation.]~~

~~(55)~~(57) Vice-Chair--The member of the Board who serves as the assistant presiding officer and, in the absence of the Chair, serves as the Board's presiding officer. If necessary, the Vice-Chair succeeds the Chair until a new Chair is appointed.

*§5.75. Annual Renewal Procedure.*

(a) - (c) (No change.)

~~[(d)] [If the Board receives official notice that a Registered Interior Designer has defaulted on the repayment of a loan guaranteed by the Texas Guaranteed Student Loan Corporation (TGSLC), the Board may not renew the Registered Interior Designer's registration unless:]~~

~~[(1)] [the renewal is the first renewal following the Board's receipt of official notice regarding the default;]~~

~~[(2)] [the Registered Interior Designer presents to the Board a certificate from TGSLC certifying that the Registered Interior Designer has entered into a repayment agreement for the defaulted loan; or]~~

~~[(3)] [the Registered Interior Designer presents to the Board a Certificate from TGSLC certifying that the Registered Interior Designer is not in default on a loan guaranteed by TGSLC.]~~

(d)~~(e)~~ If the Board receives official notice that a Registered Interior Designer has failed to pay court ordered child support, the Board may be prohibited from renewing the Registered Interior Designer's registration.

~~(e)~~[(f)] If a registration is not renewed within two (2) years after the specified registration expiration date, the registration shall be cancelled by operation of law on the two-year anniversary of its expiration without an opportunity for a formal hearing. If a registration is cancelled pursuant to this subsection, the registration may not be reinstated. In order to obtain a new certificate of registration, a person whose registration was cancelled pursuant to this subsection must:

(1) submit an application for registration and satisfy all requirements for registration pursuant to §5.31 of this title (relating to Registration by Examination), including the successful completion of the registration examination;

(2) submit an application for registration by reciprocal transfer and satisfy all requirements for registration by reciprocal transfer pursuant to §5.32 of this title (relating to Registration by Reciprocal Transfer); or

(3) submit an application for registration and demonstrate that he/she moved to another state and is currently licensed or registered and has been in practice in the other state for at least the 2 years immediately preceding the date of the application.

AN ACT

relating to a prohibition on the use of student loan default or breach of a student loan repayment or scholarship contract as a ground for refusal to grant or renew an occupational license or other disciplinary action in relation to an occupational license.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. The heading to Chapter 56, Occupations Code, is amended to read as follows:

**CHAPTER 56. DISCIPLINARY ACTION AGAINST RECIPIENTS OF STUDENT FINANCIAL ASSISTANCE PROHIBITED**

SECTION 2. Sections 56.001(3), (4), (5), and (6), Occupations Code, are amended to read as follows:

(3) "Licensing authority" means a department, commission, board, office, or other agency of the state or of a political subdivision of the state that issues a license.

(4) "Scholarship contract" means an agreement by this state, an agency of this state, a political subdivision of this state, or the United States to make a grant to a person to support the person while attending a public or private institution of higher education or other postsecondary educational establishment

in exchange for the person's agreement to perform a service obligation.

(5) "Student loan" means a loan made to a person by a public or private entity to support the person while attending a public or private institution of higher education or other postsecondary educational establishment [~~that is:~~

~~[(A) owed to this state, an agency of this state, or the United States; or~~

~~[(B) guaranteed by this state, an agency of this state, or the United States].~~

(6) "Student loan repayment contract" means an agreement by this state, an agency of this state, a political subdivision of this state, or the United States to repay all or part of a person's student loan in exchange for the person's agreement to perform a service obligation.

SECTION 3. Section 56.003, Occupations Code, is amended to read as follows:

Sec. 56.003. DISCIPLINARY [~~AUTHORITY TO TAKE~~] ACTION IN EVENT OF DEFAULT OR BREACH PROHIBITED. A [~~On receipt of information from an administering entity that a person has defaulted on a student loan or has breached a student loan repayment contract or scholarship contract by failing to perform the person's service obligation under the contract, a~~] licensing authority may not take disciplinary action against a person based on the person's default

on a student loan or breach of a student loan repayment contract or scholarship contract, including by:

(1) denying [~~deny~~] the person's application for a license or license renewal;

(2) suspending [~~suspend~~] the person's license; or

(3) taking [~~take~~] other disciplinary action against the person.

SECTION 4. Sections 157.015(f) and (g), Finance Code, are amended to read as follows:

(f) The commissioner may deny the renewal application for a residential mortgage loan originator license for the same reasons and grounds on which the commissioner could have denied an original application for a license, other than on the basis of the person's default on a student loan.

(g) The commissioner may deny the renewal application for a residential mortgage loan originator license if:

(1) the person seeking the renewal of the residential mortgage loan originator license is in violation of this chapter, Chapter 156, or Chapter 180, an applicable rule adopted under this chapter, Chapter 156, or Chapter 180, or any order previously issued to the person by the commissioner;

(2) the person seeking renewal of the residential mortgage loan originator license is in default in the payment of any administrative penalty, fee, charge, or other indebtedness owed

under this title; or

~~(3) [the person seeking the renewal of the residential mortgage loan originator license is in default on a student loan administered by the Texas Guaranteed Student Loan Corporation, under Section 57.491, Education Code; or~~

[~~(4)~~] during the current term of the license, the commissioner becomes aware of any fact that would have been grounds for denial of an original license if the fact had been known by the commissioner on the date the license was granted.

SECTION 5. Section 180.055(d), Finance Code, is amended to read as follows:

(d) For purposes of Subsection (a)(3), an individual is considered not to be financially responsible if the individual has shown a lack of regard in managing the individual's own financial affairs or condition. A determination that an individual has not shown financial responsibility may not be based on the individual's default on a student loan but may include:

(1) an outstanding judgment against the individual, other than a judgment imposed solely as a result of medical expenses;

(2) an outstanding tax lien or other governmental liens and filings;

(3) a foreclosure during the three-year period preceding the date of the license application; and

(4) a pattern of seriously delinquent accounts, other than student loan accounts, during the three-year period preceding the date of the application.

SECTION 6. Sections 466.155(a) and (g), Government Code, are amended to read as follows:

(a) After a hearing, the director shall deny an application for a license or the commission shall suspend or revoke a license if the director or commission, as applicable, finds that the applicant or sales agent:

(1) is an individual who:

(A) has been convicted of a felony, criminal fraud, gambling or a gambling-related offense, or a misdemeanor involving moral turpitude, if less than 10 years has elapsed since the termination of the sentence, parole, mandatory supervision, or probation served for the offense;

(B) is or has been a professional gambler;

(C) is married to an individual:

(i) described in Paragraph (A) or (B); or

(ii) who is currently delinquent in the payment of any state tax;

(D) is an officer or employee of the commission or a lottery operator; or

(E) is a spouse, child, brother, sister, or parent residing as a member of the same household in the principal place

of residence of a person described by Paragraph (D);

(2) is not an individual, and an individual described in Subdivision (1):

(A) is an officer or director of the applicant or sales agent;

(B) holds more than 10 percent of the stock in the applicant or sales agent;

(C) holds an equitable interest greater than 10 percent in the applicant or sales agent;

(D) is a creditor of the applicant or sales agent who holds more than 10 percent of the applicant's or sales agent's outstanding debt;

(E) is the owner or lessee of a business that the applicant or sales agent conducts or through which the applicant will conduct a ticket sales agency;

(F) shares or will share in the profits, other than stock dividends, of the applicant or sales agent; or

(G) participates in managing the affairs of the applicant or sales agent;

(3) has been finally determined to be[+]

[~~(A)~~] delinquent in the payment of a tax or other money collected by the comptroller, the Texas Workforce Commission, or the Texas Alcoholic Beverage Commission;

[~~(B)~~] in default on a loan made under Chapter 52,



~~Education Code; or~~

~~[(C) in default on a loan guaranteed under Chapter 57, Education Code;]~~

(4) is a person whose location for the sales agency is:

(A) a location licensed for games of bingo under Chapter 2001, Occupations Code;

(B) on land that is owned by:

(i) this state; or

(ii) a political subdivision of this state and on which is located a public primary or secondary school, an institution of higher education, or an agency of the state; or

(C) a location for which a person holds a wine and beer retailer's permit, mixed beverage permit, mixed beverage late hours permit, private club registration permit, or private club late hours permit issued under Chapter 25, 28, 29, 32, or 33, Alcoholic Beverage Code, other than a location for which a person holds a wine and beer retailer's permit issued under Chapter 25, Alcoholic Beverage Code, that derives less than 30 percent of the location's gross receipts from the sale or service of alcoholic beverages; or

(5) has violated this chapter or a rule adopted under this chapter.

(g) For purposes of Subsection (a)(3), the comptroller, Texas Workforce Commission, and Texas Alcoholic Beverage Commission[7

~~Texas Higher Education Coordinating Board, and Texas Guaranteed Student Loan Corporation]~~ shall each provide the executive director with a report of persons who have been finally determined to be delinquent in the payment of any money owed to or collected by that agency. The commission shall adopt rules regarding the form and frequency of reports under this subsection.

SECTION 7. The following laws are repealed:

(1) Section 57.491, Education Code;

(2) Section 82.022(c), Government Code;

(3) Section 154.110(e), Government Code; and

(4) Sections 56.001(1), 56.002, 56.004, 56.005, and 56.006, Occupations Code.

SECTION 8. A disciplinary action proceeding under Chapter 56, Occupations Code, that was initiated before the effective date of this Act and that is pending on the effective date of this Act is terminated on that date.

SECTION 9. This Act takes effect immediately if it receives a vote of two-thirds of all the members elected to each house, as provided by Section 39, Article III, Texas Constitution. If this Act does not receive the vote necessary for immediate effect, this Act takes effect September 1, 2019.

President of the Senate

Speaker of the House

I hereby certify that S.B. No. 37 passed the Senate on April 16, 2019, by the following vote: Yeas 29, Nays 2.

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Secretary of the Senate

I hereby certify that S.B. No. 37 passed the House on May 21, 2019, by the following vote: Yeas 146, Nays 0, one present not voting.

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Chief Clerk of the House

Approved:

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Date

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Governor

**Proposed Amendments to Board Rules 1.26, 1.27, 1.149, 1.153, 3.26, 3.27, 3.149, 3.153, 5.36, 5.37, 5.158, and 5.162**

**Relating to the Effect of Certain Criminal Offenses on Eligibility for Registration**

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**Background**

Recently, the legislature enacted HB 1342. This bill amended Chapter 53 of the Occupations Code, which addresses the consequences of criminal convictions on occupational licenses. In summary, the HB 1342 amendments to Chapter 53 removed the authority of licensing agencies to take action on certain criminal offenses and increased the procedural requirements for an agency contemplating taking action on criminal history. Changes to the law brought about by HB 1342 include the following:

- The legislature expressed a policy that licensing agencies should be selective and cautious in taking licensure action against individuals with criminal history, stating that “It is the intent of the legislature to enhance opportunities for a person to obtain gainful employment after the person has:
  - (1) been convicted of an offense; and
  - (2) discharged the sentence for the offense. *See* Tex. Occ. Code §53.003
- Elimination of the authority of licensing agencies to take licensure action for offenses that are not directly related to the duties and responsibilities of the licensed occupation. *See* amended Tex. Occ. Code §53.021(a)
- Clarification of and addition to the factors that licensing agencies are required to consider in determining whether a conviction is directly related to the duties and responsibilities of the licensed occupation and, if so, whether licensure action should be taken. *See* Tex. Occ. Code §§53.022 and 53.023.
- Elimination of the requirement that an applicant provide evidence to the licensing agency proving that the applicant has maintained a record of steady employment; supported the applicant's dependents; maintained a record of good conduct; and paid all outstanding court costs, supervision fees, fines, and restitution ordered in any criminal case in which the applicant has been convicted.
- Adoption of processes that require licensing agencies to provide certain information to a person who is subject to licensure action for criminal history and allow the person an opportunity to respond to the notice with relevant information. *See* Tex. Occ. Code §§ 53.0231, 53.051(1), and 53.104(b).

These statutory changes have resulted in the need to amend certain board rules relating to the consideration of criminal conviction in licensing decisions. To this end, the Board proposed amendments to Rules 1.26, 1.27, 1.149, 1.153, 3.26, 3.27, 3.149, 3.153, 5.36, 5.37, 5.158, and 5.162 at the November 2019 meeting. The proposed rules were published with minor formatting changes in the March 27, 2020 issue of the Texas Register (45 TexReg 2106). No comments were received on the proposed rules.

## Proposed Amendments

The proposed amendments encompass the following rules:

- Rules 1.26, 3.26, and 5.36 (Relating to a preliminary evaluation of criminal history for an applicant, candidate, or person enrolled or planning to enroll in an educational program)
  - Implements amended Tex. Occ. Code §53.051(1), by requiring the executive director to identify the statutorily required factors that served as the basis for a determination that a person requesting an evaluation is ineligible for a registration.
- Rules 1.27, 3.27, and 5.37
  - The rules are amended to address the loss of authority in Tex. Occ. Code §53.021(a) for licensing agencies to take licensure action based on a conviction not directly related to the profession if it was committed less than five years before the filing of an application.
  - These rules distinguish between crimes that were and were not committed within five years of the filing of an application. Since this distinction no longer exists in Tex. Occ. Code §53.021, it is unnecessary for this distinction to be made in Rules 1.27, 3.27, and 5.37.
- Rules 1.149, 3.149, and 5.158
  - Subsections (a) are amended to implement the loss of authority in Tex. Occ. Code §53.021(a) for licensing agencies to take licensure action for a conviction not directly related to the profession if it was committed less than five years before the filing of an application.
  - Subsections (b)(3)&(4) are amended to implement changes to Tex. Occ. Code §§ 53.0231, 53.051(1), and 53.104(b) that require licensing agencies to provide certain information to a person who is subject to licensure action for criminal history, and allow the person an opportunity to respond to the notice with relevant information.
  - Subsections (d) are amended to implement changes to Tex. Occ. Code §§53.022 and 53.023 that clarified and amended the factors that licensing agencies are required to consider in determining whether a conviction is directly related to the duties and responsibilities of a licensed occupation and, if so, whether licensure action should be taken.
  - Subsections (h)(1) are amended to implement changes to Tex. Occ. Code 53.051, relating to information that must be provided to a person subject to suspension, revocation, or denial of licensure.
- Rules 1.153, 3.153, and 5.162
  - These rules address the limited circumstances under Tex. Occ. Code §53.021(d) in which the Board may take licensure action if a person has been placed on deferred adjudication for a crime, rather than convicted. The rules are amended to implement previous changes to §53.021(d) that had not yet been implemented in Board rules.

Staff has provided copies of the proposed amendments, sorted by profession, as well as a copy of HB 1342 in the Board materials. Finally, since it can be difficult to understand the amended laws without the context of the preexisting statutory language, a full “clean” version of Texas Occupations Code Chapter 53 is also attached.

**Staff Recommendation**

Staff recommends that the Board approve the attached proposed amendments to 22 Tex. Admin. Code §§ 1.26, 1.27, 1.149, 1.153, 3.26, 3.27, 3.149, 3.153, 5.36, 5.37, 5.158, and 5.162 for final adoption.

*§1.26.Preliminary Evaluation of Criminal History.*

(a) - (b) (No change.)

(c) Within 90 days after receiving a request which complies with subsection (b) of this section, the executive director shall issue a criminal history evaluation letter which states:

(1) a determination that a ground for ineligibility based upon criminal conduct does not exist; or

(2) a determination that the requestor is ineligible due to criminal conduct and a specific explanation of the basis for that determination, including any factor considered under §1.149(c) or (d) of this chapter that served as the basis for the determination [~~the relationship between the conduct in question and the Practice of Architecture~~].

(d) - (g) (No change.)

*§1.27.Provisional Licensure.*

(a) The Board shall grant a Certificate of Registration or a provisional Certificate of Registration to an otherwise qualified Candidate who has been convicted of an offense that:

(1) is not directly related to the Practice of Architecture as determined by the executive directory under §1.149 of this chapter (relating to Criminal Convictions);

~~[(2) was committed earlier than five (5) years before the date the Candidate filed an application for registration;]~~

(2) [(3)] is not an offense listed in Article 42A.054 [~~§3g, Article 42.12~~], Code of Criminal Procedure; and

(3) [(4)] is not a sexually violent offense, as defined by Article 62.001, Code of Criminal Procedure.

(b) - (c) (No change.)

(d) A provisional Registrant who is subject to community supervision, mandatory supervision, or parole shall provide the Board name and contact information of the probation or parole department to which the provisional Registrant reports. The Board shall provide [~~provided~~] notice to the department upon the issuance of the provisional

Certificate of Registration, as well as any terms, conditions or limitations upon the provisional Registrant's practice.

(e) (No change.)

*§1.149. Criminal Convictions.*

(a) Pursuant to Chapter 53, Texas Occupations Code and §2005.052, Texas Government Code, the Board may suspend or revoke an existing certificate of registration, disqualify a person from receiving a certificate of registration, issue a provisional license subject to the terms and limitations of §1.27 of this chapter (relating to Provisional Licensure), or deny to a person the opportunity to be examined for a certificate of registration because of the person's conviction for committing an offense if:

(1) the offense directly relates to the duties and responsibilities of an Architect;

~~[(2) the offense does not directly relate to the duties and responsibilities of an Architect and was committed within five (5) years before the date the person applied for registration as an Architect;]~~

(2) ~~[(3)]~~ the offense is listed in Article 42A.054 ~~[[§3g, Article 42.12]~~, Texas Code of Criminal Procedure; or

(3) ~~[(4)]~~ the offense is a sexually violent offense, as defined by Article 62.001, Texas Code of Criminal Procedure.

(b) The following procedures will apply in the consideration of an application for registration as an Architect or in the consideration of a Registrant's criminal history:

(1) Effective January 1, 2014, each Applicant shall submit a complete and legible set of fingerprints to the Department of Public Safety or a vendor under contract with the Department for the purpose of obtaining criminal history record information from the Department and the Federal Bureau of Investigation. The Applicant shall pay the cost of conducting the criminal history background check to the Department or the vendor on behalf of the Department. An Applicant who does not submit fingerprints in accordance with this subsection is ineligible for registration.

(2) Effective January 1, 2014, each Registrant on active status or returning to active status who has not submitted a set of fingerprints pursuant to paragraph (1) of this subsection shall submit a complete and legible set of fingerprints to the Department of Public Safety or a vendor under contract with the Department for the purpose of



obtaining criminal history record information from the Department and the Federal Bureau of Investigation. The Registrant shall pay the cost of conducting the criminal history background check to the Department or the vendor on behalf of the Department. A Registrant who does not submit fingerprints in accordance with this subsection is ineligible for renewal of, or returning to, active registration. A Registrant is not required to submit fingerprints under this paragraph for the renewal of, or returning to, active registration if the Registrant previously submitted fingerprints under paragraph (1) of this subsection for initial registration or under this paragraph for a previous renewal of, or return to, active registration.

(3) The executive director may contact an Applicant or Registrant regarding any information about a criminal conviction, other than a minor traffic offense, disclosed in the Applicant's or Registrant's criminal history record. If the executive director intends to pursue revocation or suspension of a registration, or denial of a registration or opportunity to be examined for a registration because of a person's prior conviction of an offense, the executive director must: [~~The executive director shall allow the Applicant or Registrant no less than 30 days to provide a written response in sufficient detail to allow the executive director to determine whether the conduct at issue appears to directly relate to the duties and responsibilities of an Architect.~~]

(A) provide written notice to the person of the reason for the intended denial; and

(B) allow the person not less than 30 days to submit any relevant information to the Board.

(4) The notice provided by the executive director under this subsection must contain:

(A) a statement that the person is disqualified from being registered or being examined for registration because of the person's prior conviction of an offense specified in the notice; or

(B) a statement that:

(i) the final decision of the Board to revoke or suspend the registration or deny the person a registration or the opportunity to be examined for the registration will be based on the factors listed in subsection (d) of this section; and

(ii) it is the person's responsibility to obtain and provide to the Board evidence regarding the factors listed in subsection (d) of this section.

(5)[(4)] If the executive director determines the conviction might be directly related to the duties and responsibilities of an Architect, the Board's staff will obtain sufficient

details regarding the conviction to allow the Board to determine the effect of the conviction on the Applicant's eligibility for registration or on the Registrant's fitness for continued registration.

(c) In determining whether a criminal conviction is directly related to the duties and responsibilities of an Architect, the executive director and the Board shall ~~will~~ consider each of the following factors:

(1) the nature and seriousness of the crime;

(2) the relationship of the crime to the purposes for requiring a license to practice architecture;

(3) the extent to which architectural registration might offer an opportunity to engage in further criminal activity of the same type as that in which the Applicant or Registrant had been involved; and

(4) the relationship of the crime to the ability~~[-]~~ or capacity~~[-, or fitness]~~ required to perform the duties and discharge the responsibilities of an Architect; and~~[-]~~

(5) any correlation between the elements of the crime and the duties and responsibilities of an Architect.

(d) If the executive director or the Board determines under subsection (c) of this section that a criminal conviction directly relates to the duties and responsibilities of an Architect, [In addition to the factors that may be considered under subsection (c) of this section,] the executive director and the Board shall consider the following in determining whether to suspend or revoke a registration, disqualify a person from receiving a registration, or deny to a person the opportunity to take a registration examination:

(1) the extent and nature of the Applicant's or Registrant's past criminal activity;

(2) the age of the Applicant or Registrant at the time the crime was committed [~~and the amount of time that has elapsed since the Applicant's or Registrant's last criminal activity~~];

(3) the amount of time that has elapsed since the Applicant's or Registrant's last criminal activity;

(4) [~~(3)~~] the conduct and work activity of the Applicant or Registrant prior to and following the criminal activity;

(5) [(4)] evidence of the Applicant's or Registrant's rehabilitation or rehabilitative effort while incarcerated or after release;

(6) evidence of the person's compliance with any conditions of community supervision, parole, or mandatory supervision; and

(7) [(5)] other evidence of the Applicant's or Registrant's [present] fitness to practice as an Architect, including letters of recommendation. [from law enforcement officials involved in the prosecution or incarceration of the Applicant or Registrant or other persons in contact with the Applicant or Registrant; and

~~[(6) proof that the Applicant or Registrant has maintained steady employment and has supported his/her dependents and otherwise maintained a record of good conduct and has paid all outstanding court costs, supervision fees, fines, and restitution as may have been ordered.]~~

(e) - (g) (No change.)

(h) If the Board takes action against any Applicant or Registrant pursuant to this section, the Board shall provide the Applicant or Registrant with the following information in writing:

(1) the reason for rejecting the application or taking action against the Registrant's certificate of registration, including any factor considered under subsections (c) or (d) of this section that served as the basis for the action;

(2) notice that upon exhaustion of the administrative remedies provided by the Administrative Procedure Act, Chapter 2001, Government Code, an action may be filed in a district court of Travis County for review of the evidence presented to the Board and its decision. The person must begin the judicial review by filing a petition with the court within 30 days after the Board's decision is final; and

(3) the earliest date the person may appeal.

(i) (No change.)

*§1.153. Deferred Adjudication.*

(a) (No change.)

(b) Notwithstanding subsection (a) of this section, the executive director or the Board may consider a person to have been convicted of a criminal offense regardless of

whether the proceedings were dismissed and the person was discharged as described by subsection (a) of this section if:

(1) the person was charged with:

(A) any offense described by Article 62.001(5), Code of Criminal Procedure; or

(B) an offense other than an offense described by subparagraph (A) of this paragraph if:

(i) the person has not completed the period of supervision or the person completed the period of supervision less than five years before the date the person applied for registration; or

(ii) a conviction for the offense would make the person ineligible for registration by operation of law; and

(2) after consideration of the factors described by §1.149(c) or (d) of this chapter, the executive director or the Board determines that:

(A) the person may pose a continued threat to public safety; or

(B) employment of the person as an Architect would create a situation in which the person has an opportunity to repeat the prohibited conduct.

~~[(b) Notwithstanding subsection (a) of this section, the executive director may consider a person to have been convicted for committing a criminal offense upon a finding that:]~~

~~[(1) the person may pose a continued threat to the public; or]~~

~~[(2) registration would create an opportunity for the person to engage in the same type of criminal activity as that for which the person pled guilty or nolo contendere.]~~

(c) (No change.)

*§3.26.Preliminary Evaluation of Criminal History.*

(a) - (b) (No Change.)

(c) Within 90 days after receiving a request which complies with subsection (b) of this section, the executive director shall issue a criminal history evaluation letter which states:

(1) a determination that a ground for ineligibility based upon criminal conduct does not exist; or

(2) a determination that the requestor is ineligible due to criminal conduct and a specific explanation of the basis for that determination, including any factor considered under §3.149(c) or (d) of this chapter (relating to Criminal Convictions) that served as the basis for the determination [~~the relationship between the conduct in question and the practice of Landscape Architecture~~].

(d) - (g) (No Change.)

*§3.27.Provisional Licensure.*

(a) The Board shall grant a Certificate of Registration or a provisional Certificate of Registration to an otherwise qualified Candidate who has been convicted of an offense that:

(1) is not directly related to the Practice of Landscape Architecture as determined by the executive director under §3.149 of this chapter (relating to Criminal Convictions);

~~[(2) was committed earlier than five (5) years before the date the Candidate filed an application for registration;]~~

(2) [~~(3)~~] is not an offense listed in Article 42A.054 [~~§3g, Article 42.12~~], Code of Criminal Procedure; and

(3) [~~(4)~~] is not a sexually violent offense, as defined by Article 62.001, Code of Criminal Procedure.

(b) - (e) (No Change.)

*§3.149.Criminal Convictions.*

(a) Pursuant to Chapter 53, Texas Occupations Code and §2005.052, Texas Government Code, the Board may suspend or revoke an existing certificate of

registration, disqualify a person from receiving a certificate of registration, issue a provisional license subject to the terms and limitations of §3.27 of this chapter (relating to Provisional Licensure), or deny to a person the opportunity to be examined for a certificate of registration because of the person's conviction for committing an offense if:

(1) the offense directly relates to the duties and responsibilities of a Landscape Architect;

~~{(2) the offense does not directly relate to the duties and responsibilities of a Landscape Architect and was committed within five (5) years before the date the person applied for registration as a Landscape Architect;}~~

(2) ~~{(3)}~~ the offense is listed in Article 42A.054 ~~[\$3g, Article 42.12]~~, Texas Code of Criminal Procedure; or

(3) ~~{(4)}~~ the offense is a sexually violent offense, as defined by Article 62.001, Texas Code of Criminal Procedure.

(b) The following procedures will apply in the consideration of an application for registration as a Landscape Architect or in the consideration of a Registrant's criminal history:

(1) Effective January 1, 2014, each Applicant shall submit a complete and legible set of fingerprints to the Department of Public Safety or a vendor under contract with the Department for the purpose of obtaining criminal history record information from the Department and the Federal Bureau of Investigation. The Applicant shall pay the cost of conducting the criminal history background check to the Department or the vendor on behalf of the Department. An Applicant who does not submit fingerprints in accordance with this subsection is ineligible for registration.

(2) Effective January 1, 2014, each Registrant on active status or returning to active status who has not submitted a set of fingerprints pursuant to paragraph (1) of this subsection shall submit a complete and legible set of fingerprints to the Department of Public Safety or a vendor under contract with the Department for the purpose of obtaining criminal history record information from the Department and the Federal Bureau of Investigation. The Registrant shall pay the cost of conducting the criminal history background check to the Department or the vendor on behalf of the Department. A Registrant who does not submit fingerprints in accordance with this subsection is ineligible for renewal of, or returning to, active registration. A Registrant is not required to submit fingerprints under this paragraph for the renewal of, or returning to, active registration if the Registrant previously submitted fingerprints

under paragraph (1) of this subsection for initial registration or under this paragraph for a previous renewal of, or return to, active registration.

(3) The executive director may contact the Applicant or Registrant regarding any information about a criminal conviction, other than a minor traffic offense, disclosed in the Applicant's or Registrant's criminal history record. If the executive director intends to pursue revocation or suspension of a registration, or denial of a registration or opportunity to be examined for a registration because of a person's prior conviction of an offense, the executive director must: [~~The executive director shall allow the Applicant or Registrant no less than 30 days to provide a written response in sufficient detail to allow the executive director to determine whether the conduct at issue appears to directly relate to the duties and responsibilities of a Landscape Architect.~~]

(A) provide written notice to the person of the reason for the intended denial; and

(B) allow the person not less than 30 days to submit any relevant information to the Board.

(4) The notice provided by the executive director under this subsection must contain:

(A) a statement that the person is disqualified from being registered or being examined for registration because of the person's prior conviction of an offense specified in the notice; or

(B) a statement that:

(i) the final decision of the Board to revoke or suspend the registration or deny the person a registration or the opportunity to be examined for the registration will be based on the factors listed in subsection (d) of this section; and

(ii) it is the person's responsibility to obtain and provide to the Board evidence regarding the factors listed in subsection (d) of this section.

(5) [(4)] If the executive director determines the conviction might be directly related to the duties and responsibilities of a Landscape Architect, the Board's staff will obtain sufficient details regarding the conviction to allow the Board to determine the effect of the conviction on the Applicant's eligibility for registration or on the Registrant's fitness for continued registration.

(c) In determining whether a criminal conviction is directly related to the duties and responsibilities of a Landscape Architect, the executive director and the Board shall [~~will~~] consider each of the following factors:

- (1) the nature and seriousness of the crime;
- (2) the relationship of the crime to the purposes for requiring a license to practice Landscape Architecture;
- (3) the extent to which landscape architectural registration might offer an opportunity to engage in further criminal activity of the same type as that in which the Applicant or Registrant had been involved; ~~and~~
- (4) the relationship of the crime to the ability or[;] capacity[~~, or fitness~~] required to perform the duties and discharge the responsibilities of a Landscape Architect; and
- (5) any correlation between the elements of the crime and the duties and responsibilities of a Landscape Architect.

(d) If the executive director or the Board determines under subsection (c) of this section that a criminal conviction directly relates to the duties and responsibilities of a Landscape Architect [In addition to the factors that may be considered under subsection (e) of this section], the executive director and the Board shall consider the following in determining whether to suspend or revoke a registration, disqualify a person from receiving a registration, or deny to a person the opportunity to take a registration examination:

- (1) the extent and nature of the Applicant's or Registrant's past criminal activity;
- (2) the age of the Applicant or Registrant at the time the crime was committed;
- (3) ~~and~~ the amount of time that has elapsed since the Applicant's or Registrant's last criminal activity;
- (4) ~~(3)~~ the conduct and work activity of the Applicant or Registrant prior to and following the criminal activity;
- (5) ~~(4)~~ evidence of the Applicant's or Registrant's rehabilitation or rehabilitative effort while incarcerated or after release;
- (6) evidence of the person's compliance with any conditions of community supervision, parole, or mandatory supervision; and
- (7) ~~(5)~~ other evidence of the Applicant's or Registrant's [~~present~~] fitness to practice as a Landscape Architect, including letters of recommendation, [~~from law~~



~~enforcement officials involved in the prosecution or incarceration of the Applicant or Registrant or other persons in contact with the Applicant or Registrant; and]~~

~~[(6) proof that the Applicant or Registrant has maintained steady employment and has supported his/her dependents and otherwise maintained a record of good conduct and has paid all outstanding court costs, supervision fees, fines, and restitution as may have been ordered.]~~

(e) - (g) (No Change.)

(h) If the Board takes action against any Applicant or Registrant pursuant to this section, the Board shall provide the Applicant or Registrant with the following information in writing:

(1) the reason for rejecting the application or taking action against the Registrant's certificate of registration, including any factor considered under subsections (c) or (d) of this section that served as the basis for the action;

(2) notice that upon exhaustion of the administrative remedies provided by the Administrative Procedure Act, Chapter 2001, Government Code, an action may be filed in a district court of Travis County for review of the evidence presented to the Board and its decision. The person must begin the judicial review by filing a petition with the court within 30 days after the Board's decision is final; and

(3) the earliest date the person may appeal.

(i) (No Change.)

### *§3.153. Deferred Adjudication.*

(a) (No Change.)

(b) Notwithstanding subsection (a) of this section, the executive director or the Board may consider a person to have been convicted of ~~[for committing]~~ a criminal offense regardless of whether the proceedings were dismissed and the person was discharged as described by subsection (a) of this section if ~~[upon a finding that]:~~

(1) the person was charged with:

(A) any offense described by Article 62.001(5), Code of Criminal Procedure; or

(B) an offense other than an offense described by subparagraph (A) of this paragraph if:

(i) the person has not completed the period of supervision or the person completed the period of supervision less than five years before the date the person applied for registration; or

(ii) a conviction for the offense would make the person ineligible for registration by operation of law; and

(2) after consideration of the factors described by §3.149(c) or (d) of this chapter, the executive director or the Board determines that:

(A) [(1)] the person may pose a continued threat to the public; or

(B) [(2)] employment of the person as a Landscape Architect [~~registration~~] would create a situation in which the person has an opportunity to repeat the prohibited conduct [an opportunity for the person to engage in the same type of criminal activity as that for which the person pled guilty or nolo contendere].

(c) (No Change.)

*§5.36.Preliminary Evaluation of Criminal History.*

(a) - (b) (No change.)

(c) Within 90 days after receiving a request which complies with subsection (b) of this section, the executive director shall issue a criminal history evaluation letter which states:

(1) a determination that a ground for ineligibility based upon criminal conduct does not exist; or

(2) a determination that the requestor is ineligible due to criminal conduct and a specific explanation of the basis for that determination, including any factor considered under §5.158(c) or (d) of this chapter that served as the basis for the determination [~~the relationship between the conduct in question and the practice of Interior Design~~].

(d) - (g) (No change.)

*§5.37.Provisional Licensure.*

(a) The Board shall grant a Certificate of Registration or a provisional Certificate of Registration to an otherwise qualified Applicant who has been convicted of an offense that:

(1) is not directly related to the Practice of Interior Design as determined by the executive director under §5.158 of this chapter (relating to Criminal Convictions);

~~[(2) was committed earlier than five (5) years before the date the Applicant filed an application for registration;]~~

(2) [(3)] is not an offense listed in Article 42A.054 [~~§3g, Article 42.12~~], Code of Criminal Procedure; and

(3) [(4)] is not a sexually violent offense, as defined by Article 62.001, Code of Criminal Procedure.

(b) - (e) (No change.)

*§5.158.Criminal Convictions.*

(a) Pursuant to Chapter 53, Texas Occupations Code and §2005.052, Texas Government Code, the Board may suspend or revoke an existing certificate of

registration, disqualify a person from receiving a certificate of registration, issue a provisional license subject to the terms and limitations of §5.37 of this chapter (relating to Provisional Licensure), or deny to a person the opportunity to be examined for a certificate of registration because of the person's conviction for committing an offense if:

(1) the offense directly relates to the duties and responsibilities of a Registered Interior Designer;

~~{(2) the offense does not directly relate to the duties and responsibilities of a Registered Interior Designer and was committed within five (5) years before the date the person applied for registration as a Registered Interior Designer;}~~

(2) ~~{(3)}~~ the offense is listed in Article 42A.054 [~~§3g, Article 42.12~~], Texas Code of Criminal Procedure; or

(3) ~~{(4)}~~ the offense is a sexually violent offense, as defined by Article 62.001, Texas Code of Criminal Procedure.

(b) The following procedures will apply in the consideration of an application for registration as a Registered Interior Designer or in the consideration of a Registrant's criminal history:

(1) Effective January 1, 2014, each Applicant shall submit a complete and legible set of fingerprints to the Department of Public Safety or a vendor under contract with the Department for the purpose of obtaining criminal history record information from the Department and the Federal Bureau of Investigation. The Applicant shall pay the cost of conducting the criminal history background check to the Department or the vendor on behalf of the Department. An Applicant who does not submit fingerprints in accordance with this subsection is ineligible for registration.

(2) Effective January 1, 2014, each Registrant on active status or returning to active status who has not submitted a set of fingerprints pursuant to paragraph (1) of this subsection shall submit a complete and legible set of fingerprints to the Department of Public Safety or a vendor under contract with the Department for the purpose of obtaining criminal history record information from the Department and the Federal Bureau of Investigation. The Registrant shall pay the cost of conducting the criminal history background check to the Department or the vendor on behalf of the Department. A Registrant who does not submit fingerprints in accordance with this subsection is ineligible for renewal of, or returning to, active registration. A Registrant is not required to submit fingerprints under this paragraph for the renewal of, or returning to, active registration if the Registrant previously submitted fingerprints

under paragraph (1) of this subsection for initial registration or under this paragraph for a previous renewal of, or return to, active registration.

(3) The executive director may contact the Applicant or Registrant regarding any information about a criminal conviction, other than a minor traffic offense, disclosed in the Applicant's or Registrant's criminal history record. If the executive director intends to pursue revocation or suspension of a registration, or denial of a registration or opportunity to be examined for a registration because of a person's prior conviction of an offense, the executive director must: [~~The executive director shall allow the Applicant or Registrant no less than 30 days to provide a written response in sufficient detail to allow the executive director to determine whether the conduct at issue appears to directly relate to the duties and responsibilities of a Registered Interior Designer.~~]

(A) provide written notice to the person of the reason for the intended denial; and

(B) allow the person not less than 30 days to submit any relevant information to the Board.

(4) The notice provided by the executive director under this subsection must contain:

(A) a statement that the person is disqualified from being registered or being examined for registration because of the person's prior conviction of an offense specified in the notice; or

(B) a statement that:

(i) the final decision of the Board to revoke or suspend the registration or deny the person a registration or the opportunity to be examined for the registration will be based on the factors listed in subsection (d) of this section; and

(ii) it is the person's responsibility to obtain and provide to the Board evidence regarding the factors listed in subsection (d) of this section.

(5) [(4)] If the executive director determines the conviction might be directly related to the duties and responsibilities of a Registered Interior Designer, the Board's staff will obtain sufficient details regarding the conviction to allow the Board to determine the effect of the conviction on the Applicant's eligibility for registration or on the Registrant's fitness for continued registration.

(c) In determining whether a criminal conviction is directly related to the duties and responsibilities of a Registered Interior Designer, the executive director and the Board shall ~~[will]~~ consider each of the following factors:

(1) the nature and seriousness of the crime;

(2) the relationship of the crime to the purposes for requiring a license to practice Interior Design;

(3) the extent to which Interior Design registration might offer an opportunity to engage in further criminal activity of the same type as that in which the Applicant or Registrant had been involved; ~~[and]~~

(4) the relationship of the crime to the ability~~;~~ or capacity~~;~~ ~~or fitness~~ required to perform the duties and discharge the responsibilities of a Registered Interior Designer; and

(5) any correlation between the elements of the crime and the duties and responsibilities of a Registered Interior Designer.

(d) If the executive director or the Board determines under subsection (c) of this section that a criminal conviction directly relates to the duties and responsibilities of a Registered Interior Designer ~~[In addition to the factors that may be considered under subsection (c) of this section]~~, the executive director and the Board shall consider the following ~~[in determining whether to suspend or revoke a registration, disqualify a person from receiving a registration, or deny to a person the opportunity to take a registration examination]~~:

(1) the extent and nature of the Applicant's or Registrant's past criminal activity;

(2) the age of the Applicant or Registrant at the time the crime was committed;

~~(3)~~ ~~[and]~~ the amount of time that has elapsed since the Applicant's or Registrant's last criminal activity;

~~(4)~~ ~~(3)~~ the conduct and work activity of the Applicant or Registrant prior to and following the criminal activity;

~~(5)~~ ~~(4)~~ evidence of the Applicant's or Registrant's rehabilitation or rehabilitative effort while incarcerated or after release;

(6) evidence of the person's compliance with any conditions of community supervision, parole, or mandatory supervision; and

~~(7) [(5)] other evidence of the Applicant's or Registrant's [present] fitness to practice as a Registered Interior Designer, including letters of recommendation, [from law enforcement officials involved in the prosecution or incarceration of the Applicant or Registrant or other persons in contact with the Applicant or Registrant; and~~

~~[(6) proof that the Applicant or Registrant has maintained steady employment and has supported his/her dependents and otherwise maintained a record of good conduct and has paid all outstanding court costs, supervision fees, fines, and restitution as may have been ordered].~~

(e) - (g) (No change.)

(h) If the Board takes action against any Applicant or Registrant pursuant to this section, the Board shall provide the Applicant or Registrant with the following information in writing:

(1) the reason for rejecting the application or taking action against the Registrant's certificate of registration, including any factor considered under subsections (c) or (d) of this section that served as the basis for the action;

(2) notice that upon exhaustion of the administrative remedies provided by the Administrative Procedure Act, Chapter 2001, Government Code, an action may be filed in a district court of Travis County for review of the evidence presented to the Board and its decision. The person must begin the judicial review by filing a petition with the court within 30 days after the Board's decision is final; and

(3) the earliest date the person may appeal.

(i) (No change.)

#### *§5.162. Deferred Adjudication.*

(a) (No change.)

(b) Notwithstanding subsection (a) of this section, the executive director or the Board may consider a person to have been convicted of ~~[for committing]~~ a criminal offense regardless of whether the proceedings were dismissed and the person was discharged as described by subsection (a) of this section if [upon a finding that]:

(1) the person was charged with:

(A) any offense described by Article 62.001(5), Code of Criminal Procedure; or

(B) an offense other than an offense described by subparagraph (A) of this paragraph if:

(i) the person has not completed the period of supervision or the person completed the period of supervision less than five years before the date the person applied for registration; or

(ii) a conviction for the offense would make the person ineligible for registration by operation of law; and

(2) after consideration of the factors described by §5.158(c) or (d) of this chapter, the executive director or the Board determines that:

(A) the person may pose a continued threat to [the] public safety; or

(B) [(2)] employment of the person as a Registered Interior Designer [registration] would create a situation in which the person has an opportunity to repeat the prohibited conduct [an opportunity for the person to engage in the same type of criminal activity as that for which the person pled guilty or nolo contendere].

(c) (No change.)



AN ACT

relating to a person's eligibility for an occupational license; providing an administrative penalty.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. Section 51.355, Occupations Code, is amended to read as follows:

Sec. 51.355. LICENSE ELIGIBILITY OF PERSON WHOSE LICENSE HAS BEEN REVOKED. (a) Except as otherwise provided by this section, a [A] person whose license has been revoked by order of the commission or executive director is not eligible for a new license until the first anniversary of the date of the revocation.

(b) Notwithstanding Subsection (a), a person whose license has been revoked by order of the commission or executive director is eligible to apply for a new license before the first anniversary of the date of the revocation if:

(1) the revocation was based solely on the person's failure to pay an administrative penalty; and

(2) the person:

(A) has paid the administrative penalty in full;

or

(B) is paying the administrative penalty under a payment plan with the department and is in good standing with respect to that plan.

SECTION 2. Subchapter G, Chapter 51, Occupations Code, is amended by adding Sections 51.357 and 51.358 to read as follows:

Sec. 51.357. RESTRICTED LICENSES FOR CERTAIN OCCUPATIONS.

(a) As an alternative to denying, revoking, suspending, or refusing to issue or renew a license under Section 51.356 or 51.4012(a) or Chapter 53, the commission or executive director may issue a restricted license to an applicant for a license under:

(1) Chapter 1302; or

(2) Chapter 1305.

(b) The department may impose reasonable conditions on a holder of a restricted license, including requiring the license holder to:

(1) limit the scope or location of the license holder's practice;

(2) be supervised; and

(3) report to the department, including notifying the department promptly of any change in the license holder's supervision.

(c) The department may:

(1) include on the face of a license and in the

department's records a statement:

(A) that the license is restricted; and

(B) of any condition of the restricted license;

and

(2) use a distinctive design for a restricted license.

(d) A license holder who supervises the holder of a restricted license shall use reasonable care to ensure that the license holder complies with any condition imposed under this section.

(e) The commission or executive director may impose an administrative penalty or other sanction on the holder of a restricted license or on a license holder who supervises the person for a violation of this section.

Sec. 51.358. RESTRICTED LICENSE TERM. (a) A restricted license issued under Section 51.357 is valid for the term provided for an unrestricted license of the same type.

(b) A restricted license may be renewed by complying with the requirements for the renewal of an unrestricted license of the same type.

(c) On the expiration of the term of a restricted license and the receipt by the department of a license renewal application, there is a rebuttable presumption that the applicant is entitled to issuance by the department of an unrestricted license.

(d) The presumption under Subsection (c) may be rebutted by

the department's determination that:

(1) the applicant failed to comply with any condition imposed under Section 51.357;

(2) the applicant is not in good standing with the department; or

(3) issuing an unrestricted license to the applicant would result in an increased risk of harm to any person or property.

SECTION 3. Section 51.4041, Occupations Code, is amended by adding Subsection (a-1) to read as follows:

(a-1) Notwithstanding any other law, the alternative means adopted under Subsection (a) may include accepting as sufficient evidence of a person's eligibility for a license relevant education, training, or experience obtained while the person was imprisoned if the person:

(1) previously held a license of the same type for which the person is applying and the license was revoked under Section 53.021(b);

(2) has not been convicted of, placed on deferred adjudication for, or entered a plea of guilty or nolo contendere to:

(A) an offense listed in Article 42A.054, Code of Criminal Procedure;

(B) a sexually violent offense, as defined by

Article 62.001, Code of Criminal Procedure; or

(C) an offense under Chapter 21 or 43, Penal Code;

and

(3) while imprisoned, maintained a record of good

behavior and:

(A) successfully participated in a program acceptable to the department to prepare the person for reentry into the workforce in the occupation for which the person seeks a license; or

(B) performed work on a regular basis in the occupation for which the person seeks a license.

SECTION 4. Subchapter A, Chapter 53, Occupations Code, is amended by adding Section 53.003 to read as follows:

Sec. 53.003. LEGISLATIVE INTENT; LIBERAL CONSTRUCTION OF SUBCHAPTER. (a) It is the intent of the legislature to enhance opportunities for a person to obtain gainful employment after the person has:

(1) been convicted of an offense; and

(2) discharged the sentence for the offense.

(b) This chapter shall be liberally construed to carry out the intent of the legislature.

SECTION 5. Section 53.021(a), Occupations Code, is amended to read as follows:

(a) Subject to Section 53.0231, a [A] licensing authority

may suspend or revoke a license, disqualify a person from receiving a license, or deny to a person the opportunity to take a licensing examination on the grounds that the person has been convicted of:

(1) an offense that directly relates to the duties and responsibilities of the licensed occupation;

~~(2) [an offense that does not directly relate to the duties and responsibilities of the licensed occupation and that was committed less than five years before the date the person applies for the license;~~

~~[(3)]~~ an offense listed in Article 42A.054, Code of Criminal Procedure; or

(3) ~~[(4)]~~ a sexually violent offense, as defined by Article 62.001, Code of Criminal Procedure.

SECTION 6. Section 53.022, Occupations Code, is amended to read as follows:

Sec. 53.022. FACTORS IN DETERMINING WHETHER CONVICTION DIRECTLY RELATES TO OCCUPATION. In determining whether a criminal conviction directly relates to the duties and responsibilities of a licensed ~~[an]~~ occupation, the licensing authority shall consider each of the following factors:

(1) the nature and seriousness of the crime;

(2) the relationship of the crime to the purposes for requiring a license to engage in the occupation;

(3) the extent to which a license might offer an

opportunity to engage in further criminal activity of the same type as that in which the person previously had been involved; ~~[and]~~

(4) the relationship of the crime to the ability or ~~[7]~~ capacity ~~[, or fitness]~~ required to perform the duties and discharge the responsibilities of the licensed occupation; and

(5) any correlation between the elements of the crime and the duties and responsibilities of the licensed occupation.

SECTION 7. The heading to Section 53.023, Occupations Code, is amended to read as follows:

Sec. 53.023. ADDITIONAL FACTORS FOR LICENSING AUTHORITY TO CONSIDER AFTER DETERMINING CONVICTION DIRECTLY RELATES TO OCCUPATION.

SECTION 8. Sections 53.023(a) and (b), Occupations Code, are amended to read as follows:

(a) If a licensing authority determines under Section 53.022 that a criminal conviction directly relates to the duties and responsibilities of a licensed occupation, ~~[In determining the fitness to perform the duties and discharge the responsibilities of the licensed occupation of a person who has been convicted of a crime,~~ ] the licensing authority shall consider the following in determining whether to take an action authorized by Section 53.021 ~~[, in addition to the factors listed in Section 53.022]:~~

(1) the extent and nature of the person's past criminal

activity;

(2) the age of the person when the crime was committed;

(3) the amount of time that has elapsed since the person's last criminal activity;

(4) the conduct and work activity of the person before and after the criminal activity;

(5) evidence of the person's rehabilitation or rehabilitative effort while incarcerated or after release; ~~and~~

(6) evidence of the person's compliance with any conditions of community supervision, parole, or mandatory supervision; and

(7) other evidence of the person's fitness, including letters of recommendation ~~[from:~~

~~[(A) prosecutors and law enforcement and correctional officers who prosecuted, arrested, or had custodial responsibility for the person;~~

~~[(B) the sheriff or chief of police in the community where the person resides; and~~

~~[(C) any other person in contact with the convicted person].~~

(b) The applicant has the responsibility, to the extent possible, to obtain and provide to the licensing authority the recommendations described ~~[of the prosecution, law enforcement, and correctional authorities as required]~~ by Subsection (a)(7)



[~~(a)(6)~~].

SECTION 9. Subchapter B, Chapter 53, Occupations Code, is amended by adding Sections 53.0231 and 53.026 to read as follows:

Sec. 53.0231. NOTICE OF PENDING DENIAL OF LICENSE. (a)

Notwithstanding any other law, a licensing authority may not deny a person a license or the opportunity to be examined for a license because of the person's prior conviction of an offense unless the licensing authority:

(1) provides written notice to the person of the reason for the intended denial; and

(2) allows the person not less than 30 days to submit any relevant information to the licensing authority.

(b) A notice required under Subsection (a) must contain, as applicable:

(1) a statement that the person is disqualified from receiving the license or being examined for the license because of the person's prior conviction of an offense specified in the notice; or

(2) a statement that:

(A) the final decision of the licensing authority to deny the person a license or the opportunity to be examined for the license will be based on the factors listed in Section 53.023(a); and

(B) it is the person's responsibility to obtain

and provide to the licensing authority evidence regarding the factors listed in Section 53.023(a).

Sec. 53.026. APPLICANT BEST PRACTICES GUIDE. (a) The state auditor shall, in collaboration with licensing authorities, develop a guide of best practices for an applicant with a prior conviction to use when applying for a license. The state auditor shall publish the guide on the state auditor's Internet website.

(b) A licensing authority shall include a link to the guide on the authority's Internet website and in each notice described by Section 53.051 and letter described by Section 53.104.

SECTION 10. Section 53.051, Occupations Code, is amended to read as follows:

Sec. 53.051. NOTICE. A licensing authority that suspends or revokes a license or denies a person a license or the opportunity to be examined for a license because of the person's prior conviction of an offense [~~a crime and the relationship of the crime to the license~~] shall notify the person in writing of:

(1) the reason for the suspension, revocation, denial, or disqualification, including any factor considered under Section 53.022 or 53.023 that served as the basis for the suspension, revocation, denial, or disqualification;

(2) the review procedure provided by Section 53.052;  
and

(3) the earliest date the person may appeal the action

of the licensing authority.

SECTION 11. Section 53.104(b), Occupations Code, is amended to read as follows:

(b) If a licensing authority determines that the requestor is ineligible for a license, the licensing authority shall issue a letter setting out each basis for potential ineligibility, including any factor considered under Section 53.022 or 53.023 that served as the basis for potential ineligibility, and the authority's determination as to eligibility. In the absence of new evidence known to but not disclosed by the requestor or not reasonably available to the licensing authority at the time the letter is issued, the authority's ruling on the request determines the requestor's eligibility with respect to the grounds for potential ineligibility set out in the letter.

SECTION 12. Section 53.023(c), Occupations Code, is repealed.

SECTION 13. Not later than September 1, 2020, the state auditor shall develop and publish the guide as required by Section 53.026, Occupations Code, as added by this Act.

SECTION 14. The changes in law made by this Act apply only to an application for a license submitted on or after the effective date of this Act. An application for a license submitted before the effective date of this Act is governed by the law in effect on the date the application was submitted, and the former law is

continued in effect for that purpose.

SECTION 15. This Act takes effect September 1, 2019.

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President of the Senate

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Speaker of the House

I certify that H.B. No. 1342 was passed by the House on May 8, 2019, by the following vote: Yeas 147, Nays 0, 1 present, not voting.

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Chief Clerk of the House

I certify that H.B. No. 1342 was passed by the Senate on May 22, 2019, by the following vote: Yeas 31, Nays 0.

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Secretary of the Senate

APPROVED: \_\_\_\_\_

Date

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Governor

OCCUPATIONS CODE

TITLE 2. GENERAL PROVISIONS RELATING TO LICENSING

CHAPTER 53. CONSEQUENCES OF CRIMINAL CONVICTION

SUBCHAPTER A. GENERAL PROVISIONS

Sec. 53.001. APPLICABILITY OF CERTAIN DEFINITIONS. The definitions provided by Chapter 2001, Government Code, apply to this chapter.

Sec. 53.002. APPLICABILITY OF CHAPTER. This chapter does not apply to:

- (1) the Supreme Court of Texas, a person licensed under the court's authority on behalf of the judicial department of government, or an applicant for a license issued under the court's authority on behalf of the judicial department of government;
- (2) a person licensed or an applicant for a license under Chapter 1701;
- (3) an applicant for certification as emergency medical services personnel under Chapter 773, Health and Safety Code; or
- (4) a person who:
  - (A) is licensed by the Texas Medical Board, the Texas State Board of Pharmacy, the State Board of Dental Examiners, or the State Board of Veterinary Medical Examiners; and
  - (B) has been convicted of a felony under Chapter 481 or 483 or Section 485.033, Health and Safety Code.

Sec. 53.003. LEGISLATIVE INTENT; LIBERAL CONSTRUCTION OF SUBCHAPTER. (a) It is the intent of the legislature to enhance opportunities for a person to obtain gainful employment after the person has:

- (1) been convicted of an offense; and
  - (2) discharged the sentence for the offense.
- (b) This chapter shall be liberally construed to carry out the intent of the legislature.

SUBCHAPTER B. INELIGIBILITY FOR LICENSE

Sec. 53.021. AUTHORITY TO REVOKE, SUSPEND, OR DENY LICENSE.

(a) Subject to Section 53.0231, a licensing authority may suspend or revoke a license, disqualify a person from receiving a license, or deny to a person the opportunity to take a licensing examination on the grounds that the person has been convicted of:

- (1) an offense that directly relates to the duties and responsibilities of the licensed occupation;
- (2) an offense listed in Article 42A.054, Code of Criminal Procedure; or
- (3) a sexually violent offense, as defined by Article 62.001, Code of Criminal Procedure.

(a-1) Subsection (a) does not apply to a person who has been convicted only of an offense punishable as a Class C misdemeanor unless:

- (1) the person is an applicant for or the holder of a license that authorizes the person to possess a firearm; and
- (2) the offense for which the person was convicted is a misdemeanor crime of domestic violence as that term is defined by 18 U.S.C. Section 921.

(b) A license holder's license shall be revoked on the license holder's imprisonment following a felony conviction, felony community supervision revocation, revocation of parole, or revocation of mandatory supervision.

(c) Except as provided by Subsections (d) and (e), notwithstanding any other law, a licensing authority may not consider a person to have been convicted of an offense for purposes of this section if, regardless of the statutory authorization:

- (1) the person entered a plea of guilty or nolo contendere;
- (2) the judge deferred further proceedings without entering an adjudication of guilt and placed the person under the supervision of the court or an officer under the supervision of the court; and
- (3) at the end of the period of supervision, the judge dismissed the proceedings and discharged the person.

(d) A licensing authority may consider a person to have been convicted of an offense for purposes of this section regardless of whether the proceedings were dismissed and the person was discharged as described by Subsection (c) if:

- (1) the person was charged with:
  - (A) any offense described by Article 62.001(5), Code of Criminal Procedure; or
  - (B) an offense other than an offense described by Paragraph (A) if:
    - (i) the person has not completed the period of supervision or the person completed the period of supervision less than five years before the date the person applied for the license; or
    - (ii) a conviction for the offense would make the person ineligible for the license by operation of law; and

(2) after consideration of the factors described by Sections 53.022 and 53.023(a), the licensing authority determines that:

(A) the person may pose a continued threat to public safety; or

(B) employment of the person in the licensed occupation would create a situation in which the person has an opportunity to repeat the prohibited conduct.

(e) Subsection (c) does not apply if the person is an applicant for or the holder of a license that authorizes the person to provide:

(1) law enforcement or public health, education, or safety services; or

(2) financial services in an industry regulated by a person listed in Section 411.0765(b)(18), Government Code.

Sec. 53.0211. LICENSING OF CERTAIN APPLICANTS WITH PRIOR CRIMINAL CONVICTIONS. (a) This section does not apply to an applicant for a license that would allow the applicant to provide:

(1) law enforcement services;

(2) public health, education, or safety services; or

(3) financial services in an industry regulated by the securities commissioner, the banking commissioner, the savings and mortgage lending commissioner, the consumer credit commissioner, or the credit union commissioner.

(b) Notwithstanding any law other than Subsection (a) and unless the applicant has been convicted of an offense described by Section 53.021(a), a licensing authority shall issue to an otherwise qualified applicant who has been convicted of an offense:

(1) the license for which the applicant applied; or

(2) a provisional license described by Subsection (c).

(c) A licensing authority may issue a provisional license for a term of six months to an applicant who has been convicted of an offense.

(d) The licensing authority shall revoke a provisional license if the provisional license holder:

(1) commits a new offense;

(2) commits an act or omission that causes the person's community supervision, mandatory supervision, or parole to be revoked, if applicable; or

(3) violates the law or rules governing the practice of the occupation for which the provisional license is issued.

(e) The licensing authority shall issue the license for which the applicant originally applied to a provisional license holder on the expiration of the provisional license term if the provisional license holder does not engage in conduct described by Subsection (d).



(f) If the licensing authority revokes a provisional license under Subsection (d), the provisional license holder is disqualified from receiving the license for which the applicant originally applied.

(g) An applicant who is on community supervision, mandatory supervision, or parole and who is issued a provisional license under this section shall provide to the licensing authority the name and contact information of the probation or parole department to which the person reports. The licensing authority shall notify the probation or parole department that a provisional license has been issued. The probation or parole department shall notify the licensing authority if the person's community supervision, mandatory supervision, or parole supervision is revoked during the term of the provisional license.

Sec. 53.022. FACTORS IN DETERMINING WHETHER CONVICTION DIRECTLY RELATES TO OCCUPATION. In determining whether a criminal conviction directly relates to the duties and responsibilities of a licensed occupation, the licensing authority shall consider each of the following factors:

- (1) the nature and seriousness of the crime;
- (2) the relationship of the crime to the purposes for requiring a license to engage in the occupation;
- (3) the extent to which a license might offer an opportunity to engage in further criminal activity of the same type as that in which the person previously had been involved;
- (4) the relationship of the crime to the ability or capacity required to perform the duties and discharge the responsibilities of the licensed occupation; and
- (5) any correlation between the elements of the crime and the duties and responsibilities of the licensed occupation.

Sec. 53.023. ADDITIONAL FACTORS FOR LICENSING AUTHORITY TO CONSIDER AFTER DETERMINING CONVICTION DIRECTLY RELATES TO OCCUPATION. (a) If a licensing authority determines under Section 53.022 that a criminal conviction directly relates to the duties and responsibilities of a licensed occupation, the licensing authority shall consider the following in determining whether to take an action authorized by Section 53.021:

- (1) the extent and nature of the person's past criminal activity;
- (2) the age of the person when the crime was committed;
- (3) the amount of time that has elapsed since the person's last criminal activity;
- (4) the conduct and work activity of the person before and after the criminal activity;
- (5) evidence of the person's rehabilitation or rehabilitative effort while incarcerated or after release;
- (6) evidence of the person's compliance with any conditions of community supervision, parole, or mandatory supervision; and
- (7) other evidence of the person's fitness, including letters of recommendation.

(b) The applicant has the responsibility, to the extent possible, to obtain and provide to the licensing authority the recommendations described by Subsection (a)(7).

(c) Repealed by Acts 2019, 86th Leg., R.S., Ch. 765 (H.B. 1342), Sec. 12, eff. September 1, 2019.

Text of section as added by Acts 2019, 86th Leg., R.S., Ch. 984 (S.B. 1217), Sec. 1

For text of section as added by Acts 2019, 86th Leg., R.S., Ch. 765 (H.B. 1342), Sec. 9, see other Sec. 53.0231.

Sec. 53.0231. LIMITATION REGARDING CONSIDERATION OF CERTAIN ARRESTS. For purposes of determining a person's fitness to perform the duties and discharge the responsibilities of the licensed occupation, a licensing authority may not consider an arrest that did not result in the person's conviction or placement on deferred adjudication community supervision.

Text of section as added by Acts 2019, 86th Leg., R.S., Ch. 765 (H.B. 1342), Sec. 9

For text of section as added by Acts 2019, 86th Leg., R.S., Ch. 984 (S.B. 1217), Sec. 1, see other Sec. 53.0231.

Sec. 53.0231. NOTICE OF PENDING DENIAL OF LICENSE. (a) Notwithstanding any other law, a licensing authority may not deny a person a license or the opportunity to be examined for a license because of the person's prior conviction of an offense unless the licensing authority:

- (1) provides written notice to the person of the reason for the intended denial; and
- (2) allows the person not less than 30 days to submit any relevant information to the licensing authority.

(b) A notice required under Subsection (a) must contain, as applicable:

(1) a statement that the person is disqualified from receiving the license or being examined for the license because of the person's prior conviction of an offense specified in the notice; or

(2) a statement that:

(A) the final decision of the licensing authority to deny the person a license or the opportunity to be examined for the license will be based on the factors listed in Section 53.023(a); and

(B) it is the person's responsibility to obtain and provide to the licensing authority evidence regarding the factors listed in Section 53.023(a).

Sec. 53.024. PROCEEDINGS GOVERNED BY ADMINISTRATIVE PROCEDURE ACT. A proceeding before a licensing authority to establish factors required to be considered under this subchapter is governed by Chapter 2001, Government Code.

Sec. 53.025. GUIDELINES. (a) Each licensing authority shall issue guidelines relating to the practice of the licensing authority under this chapter. The guidelines must state the reasons a particular crime is considered to relate to a particular license and any other criterion that affects the decisions of the licensing authority.

(b) A state licensing authority that issues guidelines under this section shall file the guidelines with the secretary of state for publication in the Texas Register.

(c) A local or county licensing authority that issues guidelines under this section shall post the guidelines at the courthouse for the county in which the licensing authority is located or publish the guidelines in a newspaper having countywide circulation in that county.

(d) Amendments to the guidelines, if any, shall be issued annually.

Sec. 53.026. APPLICANT BEST PRACTICES GUIDE. (a) The state auditor shall, in collaboration with licensing authorities, develop a guide of best practices for an applicant with a prior conviction to use when applying for a license. The state auditor shall publish the guide on the state auditor's Internet website.

(b) A licensing authority shall include a link to the guide on the authority's Internet website and in each notice described by Section 53.051 and letter described by Section 53.104.

#### SUBCHAPTER C. NOTICE AND REVIEW OF SUSPENSION, REVOCATION, OR DENIAL OF LICENSE

Sec. 53.051. NOTICE. A licensing authority that suspends or revokes a license or denies a person a license or the opportunity to be examined for a license because of the person's prior conviction of an offense shall notify the person in writing of:

- (1) the reason for the suspension, revocation, denial, or disqualification, including any factor considered under Section 53.022 or 53.023 that served as the basis for the suspension, revocation, denial, or disqualification;
- (2) the review procedure provided by Section 53.052; and
- (3) the earliest date the person may appeal the action of the licensing authority.

Sec. 53.052. JUDICIAL REVIEW. (a) A person whose license has been suspended or revoked or who has been denied a license or the opportunity to take an examination under Section 53.021 and who has exhausted the person's administrative appeals may file an action in the district court in the county in which the licensing authority is located for review of the evidence presented to the licensing authority and the decision of the licensing authority.

(b) The petition for an action under Subsection (a) must be filed not later than the 30th day after the date the licensing authority's decision is final and appealable.

#### SUBCHAPTER D. PRELIMINARY EVALUATION OF LICENSE ELIGIBILITY

Sec. 53.101. DEFINITIONS. In this subchapter:

- (1) "License" means a license, certificate, registration, permit, or other authorization that:
  - (A) is issued by a licensing authority; and
  - (B) a person must obtain to practice or engage in a particular business, occupation, or profession.
- (2) "Licensing authority" means a department, commission, board, office, or other agency of the state that issues a license.

Sec. 53.102. REQUEST FOR CRIMINAL HISTORY EVALUATION LETTER. (a) A person may request a licensing authority to issue a criminal history evaluation letter regarding the person's eligibility for a license issued by that authority if the person:

- (1) is enrolled or planning to enroll in an educational program that prepares a person for an initial license or is planning to take an examination for an initial license; and
  - (2) has reason to believe that the person is ineligible for the license due to a conviction or deferred adjudication for a felony or misdemeanor offense.
- (b) The request must state the basis for the person's potential ineligibility.

Sec. 53.103. AUTHORITY TO INVESTIGATE. A licensing authority has the same powers to investigate a request submitted under this subchapter and the requestor's eligibility that the authority has to investigate a person applying for a license.

Sec. 53.104. DETERMINATION OF ELIGIBILITY; LETTER. (a) If a licensing authority determines that a ground for ineligibility does not exist, the authority shall notify the requestor in writing of the authority's determination on each ground of potential ineligibility.

(b) If a licensing authority determines that the requestor is ineligible for a license, the licensing authority shall issue a letter setting out each basis for potential ineligibility, including any factor considered under Section 53.022 or 53.023 that served as the basis for potential ineligibility, and the authority's determination as to eligibility. In the absence of new evidence known to but not disclosed by the requestor or not reasonably available to the licensing authority at the time the letter is issued, the

authority's ruling on the request determines the requestor's eligibility with respect to the grounds for potential ineligibility set out in the letter.

(c) A licensing authority must provide notice under Subsection (a) or issue a letter under Subsection (b) not later than the 90th day after the date the authority receives the request.

Sec. 53.105. FEES. A licensing authority may charge a person requesting an evaluation under this subchapter a fee adopted by the authority. Fees adopted by a licensing authority under this subchapter must be in an amount sufficient to cover the cost of administering this subchapter.

#### SUBCHAPTER E. NOTICE OF POTENTIAL INELIGIBILITY FOR LICENSE

Sec. 53.151. DEFINITIONS. Notwithstanding Section 53.001, in this subchapter, "licensing authority" and "occupational license" have the meanings assigned to those terms by Section 58.001.

Sec. 53.152. NOTICE BY ENTITIES PROVIDING EDUCATIONAL PROGRAMS. (a) An entity that provides an educational program to prepare an individual for issuance of an initial occupational license shall notify each applicant to and enrollee in the educational program of:

- (1) the potential ineligibility of an individual who has been convicted of an offense for issuance of an occupational license on completion of the educational program;
- (2) the current guidelines issued under Section 53.025 by any licensing authority that may issue an occupational license to an individual who completes the educational program;
- (3) any other state or local restriction or guideline used by a licensing authority described by Subdivision (2) to determine the eligibility of an individual who has been convicted of an offense for an occupational license issued by the licensing authority; and
- (4) the right to request a criminal history evaluation letter under Section 53.102.

(b) The entity shall provide the notice required under Subsection (a) to each applicant and enrollee regardless of whether the applicant or enrollee has been convicted of an offense.

Sec. 53.153. REFUND AND ORDERED PAYMENTS. A licensing authority that determines that an entity regulated by the licensing authority has failed to provide the notice required by Section 53.152 to an individual entitled to receive the notice and that the individual's application for an occupational license for which the entity's educational program prepares the individual was denied because the individual has been convicted of an offense shall order the entity to:

- (1) refund the amount of any tuition paid by the individual to the entity; and

- (2) pay to the individual an amount equal to the total of the following, as applicable:
  - (A) the amount of any application fees paid by the individual to the licensing authority; and
  - (B) the amount of any examination fees paid by the individual to the licensing authority or an examination provider approved by the licensing authority.

**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

<b>Case Number:</b>	<b>325-17N</b>
<b>SOAH Docket Number:</b>	<b>459-20-1258</b>
<b>Respondent:</b>	<b>Catherine Belan</b>
<b>Location of Respondent:</b>	<b>Houston, Texas</b>
<b>Date of Complaint Received:</b>	<b>June 29, 2017</b>
<b>Instrument:</b>	<b>Order of the Board</b>

**Action Recommended by Executive Director:**

- **The Executive Director recommends that the Board move to accept the attached Order of the Board.**





aside the default not later than 20 days from the date of the Order signed on January 21, 2020. No motion to set aside the default was filed by Respondent. The Board finds that it is authorized to enter a default order pursuant to Texas Government Code §2001.056.

The Board, after review and due consideration of the Order and Respondent's presentation during the open meeting, if any, adopts the proposed findings of fact and conclusions of law as stated in Staff's Notice of Hearing and Formal Charges, which are attached hereto and incorporated by reference for all purposes. Additionally, the Board adopts the recommended penalty identified in the Notice of Hearing and Formal Charges.

NOW, THEREFORE IT IS ORDERED THAT RESPONDENT SHALL cease and desist from engaging in any conduct that violates Texas Occupations Code, Chapter 1051 or 22 Texas Administrative Code Chapter 1. RESPONDENT SHALL NOT engage in or offer to engage in the practice of architecture in the State of Texas as defined by Tex. Occ. Code Chapter 1051, unless and until Respondent becomes registered by the Board as an architect. This Order is not intended to prohibit Respondent from acting within any exception set out in Tex. Occ. Code §§1051.601–1051.606, provided that Respondent complies with all limitations of the exception.

RESPONDENT SHALL NOT use any form of the word "architect" or "architecture" in the State of Texas to describe herself or services she provides unless and until Respondent becomes registered by the Board as an architect.

RESPONDENT SHALL NOT knowingly associate with any firm, partnership, corporation, or association that engages in the practice of architecture, represents to the public that the entity is engaged in the practice of architecture or is offering architectural services, or uses the word "architect" or "architecture" in any manner in its name unless any practice of architecture or

architectural service performed on behalf of the entity is performed by and through a duly registered architect.

RESPONDENT SHALL pay to the Board an administrative penalty in the amount of Ten Thousand Dollars (\$10,000). The administrative penalty must be postmarked or delivered to the Board's office within thirty (30) days after the date on which this Order becomes final.

Entered this the 21<sup>st</sup> day of May 2020.

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DEBRA J. DOCKERY, FAIA  
CHAIR  
TEXAS BOARD OF ARCHITECTURAL EXAMINERS

ATTACHMENT: ORDER NO. 1 – CONDITIONAL ORDER OF DEFAULT DISMISSAL AND REMAND;  
DOCKET NO. 459-20-1258; STAFF'S NOTICE OF HEARING AND FORMAL CHARGES

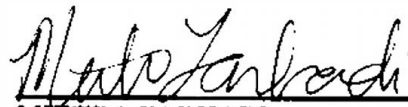
TEXAS BOARD OF ARCHITECTURAL EXAMINERS, Petitioner	§ § § § § § § § §	BEFORE THE STATE OFFICE    OF  ADMINISTRATIVE HEARINGS
v.		
CATHERINE BELAN, Respondent		

**ORDER NO. 1  
CONDITIONAL ORDER OF  
DEFAULT DISMISSAL AND REMAND**

This matter was set for hearing on January 16, 2020, before Administrative Law Judge (ALJ) Meitra Farhadi. General Counsel Lance Brenton appeared on behalf of the staff (Staff) of the Texas Board of Architectural Examiners (Board). Respondent Catherine Belan did not appear and was not represented at the hearing. Upon receiving Staff’s Exhibits 1-5 showing proof of adequate notice to Respondent, the ALJ granted Staff’s oral motion for default.<sup>1</sup>

Due to Respondent’s failure to appear, this matter may be dismissed from the docket of the State Office of Administrative Hearings and returned to the Board for informal disposition on a default basis in accordance with Texas Government Code § 2001.056. **IT IS, THEREFORE, ORDERED** that this case is **CONDITIONALLY DISMISSED AND REMANDED** pursuant to 1 Texas Administrative Code § 155.501(d). **This order of dismissal will become final, without further action by the ALJ, unless Respondent files a motion to set aside the default not later than 20 days from the date of this order.** Such a motion must show good cause for reopening the hearing, or show that the interests of justice require setting aside the default dismissal.

**SIGNED January 21, 2020.**

  
 \_\_\_\_\_  
**METRA FARHADI**  
**ADMINISTRATIVE LAW JUDGE**  
**STATE OFFICE OF ADMINISTRATIVE HEARINGS**

<sup>1</sup> 1 Tex. Admin. Code § 155.501(d). The ALJ only reviewed the adequacy of the notice and not the sufficiency of Staff’s factual allegations.

TEXAS BOARD OF ARCHITECTURAL EXAMINERS

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In the Matter of

CATHERINE BELAN

**STAFF'S NOTICE OF HEARING**

SOAH Docket No. 459-20-1258

Respondent: CATHERINE BELAN  
BROANDMAN DESIGN/BUILD  
2030 Counter Point Drive  
Houston, TX 77055

In accordance with Section 2001.051 et seq., Texas Government Code, you are hereby notified that a hearing will be held before an Administrative Law Judge (ALJ) on January 16, 2020 at 9:00 o'clock a.m., at the State Office of Administrative Hearings, William P. Clements Building, 300 West 15th Street, 4<sup>th</sup> Floor, Austin, TX 78701, regarding the Formal Charges filed by the Texas Board of Architectural Examiners and attached and incorporated by reference as a part of this notice.

The hearing is to be held under the legal authority and jurisdiction of the Administrative Procedures Act, Texas Government Code §2001 et seq; Title I Part VII Texas Administrative Code Chapter 155; Texas Occupations Code §1051.401 and §1051.451 through §1051.455; and Board Rules 1.231 and 1.232 at 22 Texas Administrative Code.

The particular sections of statutes and rules involved in determining the charges are stated in the attached Formal Charges in connection to the facts or conduct alleged.

You are requested to enter an appearance in this proceeding by filing a written answer or other responsive pleading with the State Office of Administrative Hearings, P.O. Box 13025, Austin, Texas, 78711-3025, with a copy to the Staff (General Counsel), Texas Board of Architectural Examiners, 333 Guadalupe, Suite 2-350, Austin, Texas 78701-3942). Continuances are set by the Administrative Law Judge.

You have the right to appear at this hearing and to have legal representation at the hearing at your own expense. **FAILURE TO APPEAR AT THE HEARING IN PERSON OR BY LEGAL REPRESENTATIVE, REGARDLESS OF WHETHER AN APPEARANCE HAS BEEN ENTERED, WILL RESULT IN THE ALLEGATIONS CONTAINED IN THE FORMAL CHARGES BEING ADMITTED AS TRUE AND THE PROPOSED RECOMMENDATION OF STAFF SHALL BE GRANTED BY DEFAULT.**

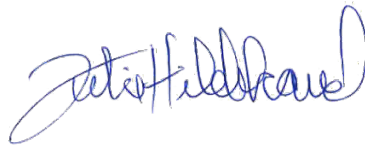
**PARTIES THAT ARE NOT REPRESENTED BY AN ATTORNEY MAY OBTAIN INFORMATION REGARDING CONTESTED CASE HEARINGS ON THE PUBLIC**

**WEBSITE OF THE STATE OFFICE OF ADMINISTRATIVE HEARINGS AT [www.soah.texas.gov](http://www.soah.texas.gov), OR IN PRINTED FORMAT UPON REQUEST TO SOAH.**

If it is determined that the Formal Charges are substantiated, then any prior disciplinary action that has been taken against your license will be considered when determining the appropriate sanction for these violation(s).

Issued, dated, and mailed this, the 19<sup>th</sup> day of November 2019.

TEXAS BOARD OF ARCHITECTURAL EXAMINERS



By: \_\_\_\_\_

JULIE HILDEBRAND  
EXECUTIVE DIRECTOR

CERTIFICATE OF SERVICE

I, hereby certify that on November 19, 2019, a true and correct copy of the foregoing document was served upon Respondent by email and mailing same via first class mail to:

[cb@broadmandesignbuild.net](mailto:cb@broadmandesignbuild.net)

Ms. Catherine Belan  
Broadman Design/Build  
2030 Counter Point Drive  
Houston, TX 77055

\_\_\_\_\_/s/ LANCE BRENTON\_\_\_\_\_

In the Matter of	§	BEFORE THE TEXAS
CATHERINE BELAN,	§	BOARD OF ARCHITECTURAL
Respondent	§	EXAMINERS

### FORMAL CHARGES

This is a disciplinary proceeding under Sections 1051.451 and 1051.455, Texas Occupations Code. Respondent, CATHERINE BELAN, does not hold a registration with the Texas Board of Architectural Examiners.

Written notice of the facts and conduct alleged to warrant imposition of an administrative penalty was sent to Respondent at Respondent's address of record and Respondent was given an opportunity to respond to the allegations prior to commencement of this proceeding.

### PREVIOUS HISTORY

Respondent is not registered as an architect in the State of Texas.

Respondent was previously registered as an architect within the State of Texas under TBAE architectural registration number 16184.

On June 8, 2001, Respondent's architectural registration was revoked by the Board for non-payment of renewal fees.

On or about January 7, 2003, the Texas Board of Architectural Examiners entered an Order against Respondent, based on findings of fact that Respondent had identified herself as an architect to prospective clients at a time when the Respondent was not registered as an architect. The Board ordered Respondent to cease and desist from using the title "architect" to represent herself in Texas and imposed an administrative penalty of \$500.

### CHARGE I.

On or about September 15, 2017, Respondent engaged in the unauthorized use of the terms "architecture" to describe services offered by Respondent, in that Respondent utilized a website for her firm *Broadman Design Build* that stated the firm specialized in "architecturally driven design and fine craftsmanship."

The above action constitutes grounds for disciplinary action in accordance with Sections 1051.752(1) and 1051.801(a)(3) Texas Occupations Code and is a violation of 22 TEX. ADMIN. CODE §1.123(c).

## CHARGE II.

On or about November 6, 2019, Respondent engaged in the unauthorized use of the term “architecture” to describe services offered by Respondent, in that Respondent utilized a website for her firm *Broadman Design Build* that stated the firm specialized in “architecturally driven design and fine craftsmanship.”

The above action constitutes grounds for disciplinary action in accordance with Sections 1051.752(1) and 1051.801(a)(3) Texas Occupations Code and is a violation of 22 TEX. ADMIN. CODE §1.123(c).

NOTICE IS GIVEN that, based on the Formal Charges, the Board will rely on its rules relating to disciplinary sanctions, including 22 Tex. Admin. Code §§ 1.141, 1.177, and 1.232 which can be found at [www.tbae.state.tx.us](http://www.tbae.state.tx.us).

NOTICE IS GIVEN that staff will present evidence in support of the recommended administrative penalty of up to \$10,000, pursuant to the Architects’ Practice Act, Chapter 1051, Texas Occupations Code and the Board’s rules.

NOTICE IS GIVEN that all statutes and rules cited in these Charges are incorporated as part of this pleading and can be found at the Board’s website: <http://www.tbae.state.tx.us/LawsAndEnforcement/StatutesAndRules>.

Filed this the 18<sup>th</sup> day of November 2019.

TEXAS BOARD OF ARCHITECTURAL EXAMINERS

\_\_\_\_\_/s/ LANCE BRENTON\_\_\_\_\_

LANCE BRENTON, General Counsel  
State Bar No. 24066924  
Email: [lance.brenton@tbae.state.tx.us](mailto:lance.brenton@tbae.state.tx.us)  
333 Guadalupe St., Tower II, Ste. 350  
Austin, TX 78701  
(512) 305-8519 (telephone)  
(512) 305-8900 (fax)

**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

**This document is an internal document relating to an uncontested case to be considered by the Texas Board of Architectural Examiners. This document is prepared to inform, advise and assist the Board in addressing this uncontested case.**

**Case Number: 259-19A**  
**Respondent: James S. Dunaway**  
**Location of Respondent: Austin, TX**  
**Instrument: Report and Notice of Violation**

**Findings:**

- James S. Dunaway (hereafter “Respondent”) is registered as an architect in Texas with registration number 6611.
- From September 1, 2017 through June 19, 2019, Respondent’s architectural registration was delinquent.
- On or about August 9, 2018, Respondent issued and sealed architectural plans for a project identified as *602 E. 49<sup>th</sup> Street (New One-Story Accessory Dwelling Unit)* located in Austin, TX.
- At the time Respondent provided architectural services for this project, his registration was expired, and he was not authorized to provide architectural services during this period.
- Respondent apologized and stated that this failure to renew his registration was due to a clerical error in his office and that it was corrected as soon as it was brought to his attention.

**Applicable Statutory Provisions and Rules:**

- By using the title “architect” and providing architectural services and sealing plans at a time when his certificate of registration was expired, Respondent violated Tex. Occ. Code §§1051.351(a) and 1051.752(1) and 22 Tex. Admin. Code §§1.82(b) and 1.148(c).

**Action Recommended by Executive Director:**

- Enter an Order which adopts the findings of fact, conclusions of law, and recommended administrative penalty of **\$1,000** as set forth in the Report and Notice of Violation dated February 21, 2020.



**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

**This document is an internal document relating to an uncontested case to be considered by the Texas Board of Architectural Examiners. This document is prepared to inform, advise, and assist the Board in addressing this uncontested case.**

**Case Number: 265-17N**  
**Respondent: Russell D. Felan**  
**Location of Respondent: San Antonio, TX**  
**Instrument: Revised Report and Notice of Violation**

**Findings:**

- Russell D. Felan (hereafter “Respondent”) is not and has never been registered as an architect in Texas.
- On or about June 12, 2001, the Texas Board of Architectural Examiners issued a Consent Order to Respondent, based on findings that Respondent improperly offered to provide architectural services and improperly used various forms of the title “architect” at a time when neither the Respondent nor his firm were registered to practice architecture. Respondent was ordered to cease and desist from engaging in the practice of architecture and from using any form of the word “architect” to describe himself or the work he performs in Texas until he becomes registered as an architect.
- At all times pertinent to this Revised Report and Notice of Violation, Respondent’s firm, identified as “Design Plus Architects” was not registered with the Board as a firm which may lawfully be held out to the public as practicing or offering to engage in the practice of architecture.
- On March 8, 2017, Respondent prepared and issued construction documents for a project identified as *Bandera Road Flea Market Remodel* located in San Antonio, Texas. The construction documents were issued under the business title “Design Plus Architects,” and were not prepared under the supervision and control of an architect. During this time, Respondent also utilized a business card that identified him as a partner of “Design Plus Architects.”

**Applicable Statutory Provisions and Rules:**

- By using the business title “Design Plus Architects” on his business card and title block, Respondent improperly used the term “Architect” in violation of Tex. Occ. Code §§1051.701(a) and 1051.801(a)(1)&(3) and Tex. Admin. Code §1.123.

**Action Recommended by Executive Director:**

- Enter an Order which adopts the findings of fact, conclusions of law, and recommended administrative penalty of **\$3,000** as set forth in the Report and Notice of Violation dated April 7, 2020.

**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

**This document is an internal document relating to an uncontested case to be considered by the Texas Board of Architectural Examiners. This document is prepared to inform, advise and assist the Board in addressing this uncontested case.**

**Case Number: 057-20A**  
**Respondent: David E. Martin**  
**Location of Respondent: Austin, TX**  
**Instrument: Report and Notice of Violation**

**Findings:**

- David E. Martin (hereafter “Respondent”) is registered as an architect in Texas with registration number 10733.
- From June 30, 2019 through December 4, 2019, Respondent’s architectural registration was delinquent.
- On or about October 25, 2019, Respondent issued sealed architectural plans on a residential project located in Austin, Texas.
- At the time Respondent provided architectural services for this project, his registration was expired and he was not authorized to provide architectural services during this period.
- Additionally, Respondent signed the architectural plans in a manner that obscured his signature.

**Applicable Statutory Provisions and Rules:**

- By using the title “architect” and providing architectural services and sealing plans for a residential remodel at a time when his certificate of registration was not in good standing, Respondent violated 22 Tex. Admin. Code §§1.82(b) and 1.123.
- Under Board Rule 1.103, an architect's seal and signature and the date must be affixed in a manner that will be clearly visible and legible on each copy of an architectural plan issued by an architect. The architect's signature and the date may not conceal or obscure the name or registration number on the seal. By signing architectural plans in a manner that resulted in the obstruction of the name on his architectural seal, Respondent violated Board Rule 1.103(a)(2).

**Action Recommended by Executive Director:**

- Enter an Order which adopts the findings of fact, conclusions of law, and recommended administrative penalty of **\$1,500** as set forth in the Report and Notice of Violation dated April 9, 2020.

**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

**This document is an internal document relating to an uncontested case to be considered by the Texas Board of Architectural Examiners. This document is prepared to inform, advise, and assist the Board in addressing this uncontested case.**

**Case Number: 269-19N**  
**Respondent: Ludie B. Monroe**  
**Location of Respondent: Houston, TX**  
**Instrument: Revised Report and Notice of Violation**

**Findings:**

- Ludie B. Monroe (hereafter “Respondent”) is not and has never been registered as an architect in Texas.
- On July 5, 2017, Respondent prepared and issued an invoice to a client for “architectural services” and “architectural and design drawing with seals” for a project in Houston, Texas. The scope of work included “2 (sets of plans) for each structure to be permitted to the City of Houston.”
- On or about October 2, 2018, pursuant to the invoice described above, Respondent issued architectural plans for a residential project for Ms. White located on Beall Road in Houston, Texas.

**Applicable Statutory Provisions and Rules:**

- By issuing an invoice to a potential client and offering “architectural services” on the project, Respondent violated Tex. Occ. Code §1051.701(a) and (b).
- By preparing and issuing architectural plans pursuant to an offer to provide architectural services, Respondent violated Tex. Occ. Code §1051.701(a) and (b).

**Action Recommended by Executive Director:**

- Enter an Order which adopts the findings of fact, conclusions of law, and recommended administrative penalty of **\$2,500** as set forth in the Report and Notice of Violation dated February 21, 2020.

**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

**This document is an internal document relating to an uncontested case to be considered by the Texas Board of Architectural Examiners. This document is prepared to inform, advise and assist the Board in addressing this uncontested case.**

**Case Number: 330-19A**  
**Respondent: Carl Gene O’Dell**  
**Location of Respondent: Georgetown, TX**  
**Nature of Violation: Violation of Architectural Barriers Act (TDLR)**  
**Instrument: Report and Notice of Violation**

**Findings:**

- Carl Gene O’Dell (hereafter “Respondent”) is registered as an architect in Texas with registration number 9782.
- Previous History
  - On October 28, 2014, in TBAE Enforcement Matter 028-15A, Respondent was issued a Report and Notice of Violation by the Board based on findings of fact that Respondent failed to fulfill his continuing education for the 2013 audit period. Respondent was assessed a \$500 administrative penalty.
- On July 17, 2019, the Texas Board of Architectural Examiners (TBAE) received a referral from the Texas Department of Licensing and Regulation (TDLR) indicating that Respondent had failed to submit plans for a project known as “Knockouts” located in McKinney, Texas, to TDLR for accessibility review within 20 days of issuance as required by Texas Government Code §469.102(b). The plans and specifications were issued on September 10, 2018 and were submitted to TDLR on December 20, 2018.
- On August 13, 2019, the Board notified Respondent of this investigation. The letter requested that Respondent provide a reply to the Board within 30 days describing the circumstances surrounding the submission of plans for the project “Knockouts” for TAS review.
- Respondent did not respond to this letter within 30 days as required by law.

**Applicable Statutory Provisions and Rules:**

- By failing to submit plans and specifications on a project for accessibility review no later than 20 days after issuance, Respondent violated Texas Occupations Code §1051.752(2) and Board Rule 1.170.
- By failing to answer an investigative inquiry dated August 13, 2019 within thirty (30) days, Respondent violated Board Rule 1.171.

**Action Recommended by Executive Director:**

- Enter an Order which adopts the findings of fact, conclusions of law, and recommended administrative penalty of **\$1,250** as set forth in the Report and Notice of Violation dated January 10, 2020.

**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

**This document is an internal document relating to an uncontested case to be considered by the Texas Board of Architectural Examiners. This document is prepared to inform, advise and assist the Board in addressing this uncontested case.**

<b>Case Number:</b>	<b>069-20A</b>
<b>Respondent:</b>	<b>Samuel Mather Anderson</b>
<b>Location of Respondent:</b>	<b>New York City</b>
<b>Nature of Violation:</b>	<b>Violation of Continuing Education Requirements</b>
<b>Instrument:</b>	<b>Report and Notice of Violation</b>

**Findings:**

- Samuel Mather Anderson (hereafter “Respondent”) is registered as an architect in Texas with registration number 23362.
- Based upon the results of a random continuing education audit, it was determined that Respondent failed to complete his continuing education requirements for the audit period of January 1, 2018 through December 31, 2018 but completed them prior to the renewal of his architectural registration.

**Applicable Statutory Provisions and Rules:**

- By failing to timely complete the required continuing education program hours during the audit period, Respondent violated Board Rule 1.69(b). The standard administrative penalty assessed for this violation is **\$500**.

**Action Recommended by Executive Director:**

- Enter an Order which adopts the findings of fact, conclusions of law, and recommended administrative penalty of **\$500** as set forth in the Report and Notice of Violation dated February 13, 2020.

**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

**This document is an internal document relating to an uncontested case to be considered by the Texas Board of Architectural Examiners. This document is prepared to inform, advise and assist the Board in addressing this uncontested case.**

<b>Case Number:</b>	<b>062-20L</b>
<b>Respondent:</b>	<b>Kyle Jordan Brusveen</b>
<b>Location of Respondent:</b>	<b>St. Joseph, MI</b>
<b>Nature of Violation:</b>	<b>Violation of Continuing Education Requirements</b>
<b>Instrument:</b>	<b>Report and Notice of Violation</b>

**Findings:**

- Kyle Jordan Brusveen (hereafter "Respondent") is registered as a landscape architect in Texas with registration number 3071.
- On September 16, 2019, Respondent was notified by the Board that he was being audited for compliance with the continuing education requirements for the audit period of January 1, 2018 through December 31, 2018.
- On October 9, 2019, Respondent replied that he could not locate his continuing education certificates.

**Applicable Statutory Provisions and Rules:**

- By failing to maintain a detailed record of his continuing education activities for the period of January 1, 2018 through December 31, 2018, Respondent violated Board Rule 3.69. The standard administrative penalty for failing to maintain a detailed record of continuing education activities is **\$700**.

**Action Recommended by Executive Director:**

- Enter an Order which adopts the findings of fact, conclusions of law, and recommended administrative penalty of **\$700** as set forth in the Report and Notice of Violation dated February 13, 2020.

**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

**This document is an internal document relating to an uncontested case to be considered by the Texas Board of Architectural Examiners. This document is prepared to inform, advise and assist the Board in addressing this uncontested case.**

<b>Case Number:</b>	<b>068-20A</b>
<b>Respondent:</b>	<b>Juan E. Cotera</b>
<b>Location of Respondent:</b>	<b>Austin, TX</b>
<b>Nature of Violation:</b>	<b>Violation of Continuing Education Requirements</b>
<b>Instrument:</b>	<b>Report and Notice of Violation</b>

**Findings:**

- Juan E. Cotera (hereafter “Respondent”) is registered as an architect in Texas with registration number 5789.
- On December 16, 2019, Respondent was notified by the Board that he was being audited for compliance with the continuing education requirements for the audit period of January 1, 2018 through December 31, 2018.
- On January 9, 2020, Respondent replied that he could not locate his continuing education certificates.

**Applicable Statutory Provisions and Rules:**

- By failing to maintain a detailed record of his continuing education activities for the period of January 1, 2018 through December 31, 2018, Respondent violated Board Rule 1.69. The standard administrative penalty for failing to maintain a detailed record of continuing education activities is **\$700**.

**Action Recommended by Executive Director:**

- Enter an Order which adopts the findings of fact, conclusions of law, and recommended administrative penalty of **\$700** as set forth in the Report and Notice of Violation dated February 13, 2020.

**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

**This document is an internal document relating to an uncontested case to be considered by the Texas Board of Architectural Examiners. This document is prepared to inform, advise and assist the Board in addressing this uncontested case.**

<b>Case Number:</b>	<b>065-20A</b>
<b>Respondent:</b>	<b>Andrew Scott Ford</b>
<b>Location of Respondent:</b>	<b>Mansfield, TX</b>
<b>Nature of Violation:</b>	<b>Violation of Continuing Education Requirements</b>
<b>Instrument:</b>	<b>Report and Notice of Violation</b>

**Findings:**

- Andrew Scott Ford (hereafter "Respondent") is registered as an architect in Texas with registration number 24654.
- Based upon the results of a random continuing education audit, it was determined that Respondent failed to complete his continuing education requirements for the audit period of January 1, 2018 through December 31, 2018, but completed them prior to the renewal of his architectural registration

**Applicable Statutory Provisions and Rules:**

- By failing to timely complete the required continuing education program hours during the audit period, Respondent violated Board Rule 1.69(b). The standard administrative penalty assessed for this violation is **\$500**.

**Action Recommended by Executive Director:**

- Enter an Order which adopts the findings of fact, conclusions of law, and recommended administrative penalty of **\$500** as set forth in the Report and Notice of Violation dated February 13, 2020.



**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

This document is an internal document relating to an uncontested case to be considered by the Texas Board of Architectural Examiners. This document is prepared to inform, advise and assist the Board in addressing this uncontested case.

<b>Case Number:</b>	<b>061-20A</b>
<b>Respondent:</b>	<b>Stephen Douglas Hawks</b>
<b>Location of Respondent:</b>	<b>Midlothian, TX</b>
<b>Nature of Violation:</b>	<b>Violation of Continuing Education Requirements</b>
<b>Instrument:</b>	<b>Report and Notice of Violation</b>

**Findings:**

- Stephen Douglas Hawks (hereafter "Respondent") is a registered architect in Texas with registration number 15568.
- Based upon the results of a random continuing education audit, it was determined that Respondent falsely reported continuing education compliance to the Board for the audit period of January 1, 2018 through December 31, 2018.
- Subsequently, he completed supplemental CEPH pursuant to Board Rule 1.69(g)(2).

**Applicable Statutory Provisions and Rules:**

- By indicating at the time of his online renewal that he was in compliance with the Board's mandatory continuing education requirements, Respondent provided the Board with false information in violation of Board Rule 1.69. The Board's standard assessment for providing false information is **\$700**.

**Action Recommended by Executive Director:**

- Enter an Order which adopts the findings of fact, conclusions of law, and recommended administrative penalty of **\$700** as set forth in the Report and Notice of Violation dated March 13, 2020.

**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

**This document is an internal document relating to an uncontested case to be considered by the Texas Board of Architectural Examiners. This document is prepared to inform, advise and assist the Board in addressing this uncontested case.**

**Case Number: 369-19A**  
**Respondent: Mark Wayne Henderson**  
**Location of Respondent: Katy, TX**  
**Nature of Violation: Violation of Continuing Education Requirements**  
**Instrument: Report and Notice of Violation**

**Findings:**

- Mark Wayne Henderson (hereafter “Respondent”) is registered as an architect in Texas with registration number 13114.
- Previously, on February 13, 2014, in TBAE Case Number 006-14A, the Board entered an administrative penalty in the amount of \$500 against Respondent based on findings of fact that he failed to maintain a detailed record of his continuing education activities.
- In the current matter, based upon the results of a random continuing education audit, it was determined that Respondent failed to maintain a detailed record of continuing education activities for the audit period of January 1, 2017 through December 31, 2017.

**Applicable Statutory Provisions and Rules:**

- By failing to maintain a detailed record of continuing education activities, Respondent violated Board rule 1.69(f). The standard administrative penalty assessed for this violation is **\$700**.

**Action Recommended by Executive Director:**

- The standard penalty for a first-time violation of these rules is \$700. However, since Respondent has previously been subject to discipline for failure to comply with the continuing education requirements, he is subject to increased penalties under 22 Tex. Admin. Code §§1.177(5) and 1.232(k). Therefore, the Executive Director recommends that the Board enter an Order which adopts the findings of fact, conclusions of law, and recommended administrative penalty of **\$1,000** as set forth in the Report and Notice of Violation dated February 19, 2020.

**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

This document is an internal document relating to an uncontested case to be considered by the Texas Board of Architectural Examiners. This document is prepared to inform, advise and assist the Board in addressing this uncontested case.

<b>Case Number:</b>	<b>060-20A</b>
<b>Respondent:</b>	<b>Robert Douglas Lambert</b>
<b>Location of Respondent:</b>	<b>Austin, TX</b>
<b>Nature of Violation:</b>	<b>Violation of Continuing Education Requirements</b>
<b>Instrument:</b>	<b>Report and Notice of Violation</b>

**Findings:**

- Robert Douglas Lambert (hereafter "Respondent") is registered as an architect in Texas with registration number 12493.
- Based upon the results of a random continuing education audit, it was determined that Respondent failed to complete his continuing education requirements for the audit period of January 1, 2018 through December 31, 2018, but completed them prior to the renewal of his architectural registration.

**Applicable Statutory Provisions and Rules:**

- By failing to timely complete the required continuing education program hours during the audit period, Respondent violated Board Rule 1.69(b). The standard administrative penalty assessed for this violation is **\$500**.

**Action Recommended by Executive Director:**

- Enter an Order which adopts the findings of fact, conclusions of law, and recommended administrative penalty of **\$500** as set forth in the Report and Notice of Violation dated March 13, 2020.

**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

**This document is an internal document relating to an uncontested case to be considered by the Texas Board of Architectural Examiners. This document is prepared to inform, advise and assist the Board in addressing this uncontested case.**

<b>Case Number:</b>	<b>067-20A</b>
<b>Respondent:</b>	<b>Xiaohai Li</b>
<b>Location of Respondent:</b>	<b>Shanghai, China</b>
<b>Nature of Violation:</b>	<b>Violation of Continuing Education Requirements</b>
<b>Instrument:</b>	<b>Report and Notice of Violation</b>

**Findings:**

- Xiaohai Li (hereafter “Respondent”) is a registered architect in Texas with registration number 23260.
- Based upon the results of a random continuing education audit, it was determined that Respondent falsely reported continuing education compliance to the Board for the audit period of January 1, 2018 through December 31, 2018.

**Applicable Statutory Provisions and Rules:**

- By indicating at the time of his online renewal that he was in compliance with the Board’s mandatory continuing education requirements, Respondent provided the Board with false information in violation of Board Rule 1.69. The Board’s standard assessment for providing false information is **\$700**.

**Action Recommended by Executive Director:**

- Enter an Order which adopts the findings of fact, conclusions of law, and recommended administrative penalty of **\$700** as set forth in the Report and Notice of Violation dated February 13, 2020.

**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

**This document is an internal document relating to an uncontested case to be considered by the Texas Board of Architectural Examiners. This document is prepared to inform, advise and assist the Board in addressing this uncontested case.**

**Case Number: 472-18L**  
**Respondent: James Craig Powell**  
**Location of Respondent: Austin, TX**  
**Nature of Violation: Violation of Continuing Education Requirements**  
**Instrument: Report and Notice of Violation**

**Findings:**

- James Craig Powell (hereafter "Respondent") is registered as a landscape architect in Texas with registration number 2288.
- Based upon the results of a random continuing education audit, it was determined that Respondent failed to complete his continuing education requirements for the audit period of January 1, 2017 through December 31, 2017.
- In addition to failing to complete the required continuing education hours within the continuing education period, Respondent falsely certified completion of CE responsibilities in order to renew his architectural registration.
- During the course of staff's investigation, Respondent failed to respond to two written requests for information.

**Applicable Statutory Provisions and Rules:**

- By indicating at the time of his online renewal that he was in compliance with the Board's mandatory continuing education requirements, Respondent provided the Board with false information in violation of Board rule 3.69(g). The Board's standard assessment for providing false information is **\$700**.
- By failing to timely complete the required continuing education program hours, Respondent violated Board rule 3.69(f). The standard administrative penalty assessed for this violation is **\$500**.
- By failing to respond to two written requests for information within 30 days of staff's requests, Respondent violated Board rule 3.171 which requires that an architect answer an inquiry or produce requested documents within 30 days of a request. Each violation is subject to a standard administrative penalty of **\$250** totaling **\$500**.

**Action Recommended by Executive Director:**

- Enter an Order which adopts the findings of fact, conclusions of law, and recommended administrative penalty of **\$1,700** as set forth in the Report and Notice of Violation dated August 29, 2018.

**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

**This document is an internal document relating to an uncontested case to be considered by the Texas Board of Architectural Examiners. This document is prepared to inform, advise and assist the Board in addressing this uncontested case.**

**Case Number: 071-20I**  
**Respondent: Laura A. Rachlin**  
**Location of Respondent: Boca Raton, FL**  
**Nature of Violation: Violation of Continuing Education Requirements**  
**Instrument: Report and Notice of Violation**

**Findings:**

- Laura A. Rachlin (hereafter "Respondent") is registered as an interior designer in Texas with registration number 10745.
- Based upon the results of a random continuing education audit, it was determined that Respondent failed to complete her continuing education requirements for the audit period of January 1, 2018 through December 31, 2018 but completed them prior to the renewal of her interior design registration.

**Applicable Statutory Provisions and Rules:**

- By failing to timely complete the required continuing education program hours during the audit period, Respondent violated Board Rule 5.79(b). The standard administrative penalty assessed for this violation is **\$500**.

**Action Recommended by Executive Director:**

- Enter an Order which adopts the findings of fact, conclusions of law, and recommended administrative penalty of **\$500** as set forth in the Report and Notice of Violation dated February 13, 2020.

**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

**This document is an internal document relating to an uncontested case to be considered by the Texas Board of Architectural Examiners. This document is prepared to inform, advise and assist the Board in addressing this uncontested case.**

<b>Case Number:</b>	<b>059-20L</b>
<b>Respondent:</b>	<b>Richard R. Rector</b>
<b>Location of Respondent:</b>	<b>Fort Worth, TX</b>
<b>Nature of Violation:</b>	<b>Violation of Continuing Education Requirements</b>
<b>Instrument:</b>	<b>Report and Notice of Violation</b>

**Findings:**

- Richard R. Rector (hereafter “Respondent”) is registered as a landscape architect in Texas with registration number 1029.
- Based upon the results of a random continuing education audit, it was determined that Respondent failed to complete his continuing education requirements for the audit period of January 1, 2018 through December 31, 2018.
- In addition to failing to complete the required continuing education hours within the continuing education period, Respondent falsely certified completion of CE responsibilities in order to renew his architectural registration.

**Applicable Statutory Provisions and Rules:**

- By indicating at the time of his online renewal that he was in compliance with the Board’s mandatory continuing education requirements, Respondent provided the Board with false information in violation of Board rule 3.69(g). The Board’s standard assessment for providing false information is **\$700**.
- By failing to timely complete the required continuing education program hours, Respondent violated Board rule 3.69(f). The standard administrative penalty assessed for this violation is **\$500**.

**Action Recommended by Executive Director:**

- Enter an Order which adopts the findings of fact, conclusions of law, and recommended administrative penalty of **\$1,200** as set forth in the Report and Notice of Violation dated March 13, 2020.

**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

**This document is an internal document relating to an uncontested case to be considered by the Texas Board of Architectural Examiners. This document is prepared to inform, advise and assist the Board in addressing this uncontested case.**

<b>Case Number:</b>	<b>074-20I</b>
<b>Respondent:</b>	<b>Erin Sonnier</b>
<b>Location of Respondent:</b>	<b>Pleasanton, TX</b>
<b>Nature of Violation:</b>	<b>Violation of Continuing Education Requirements</b>
<b>Instrument:</b>	<b>Report and Notice of Violation</b>

**Findings:**

- Erin Sonnier (hereafter “Respondent”) is a registered interior designer in Texas with registration number 10194.
- Based upon the results of a random continuing education audit, it was determined that Respondent falsely reported continuing education compliance to the Board for the audit period of January 1, 2018 through December 31, 2018.
- Subsequently, she completed supplemental CEPH pursuant to Board Rule 5.79(g)(2).

**Applicable Statutory Provisions and Rules:**

- By indicating at the time of her online renewal that she was in compliance with the Board’s mandatory continuing education requirements, Respondent provided the Board with false information in violation of Board Rule 5.79. The Board’s standard assessment for providing false information is **\$700**.

**Action Recommended by Executive Director:**

- Enter an Order which adopts the findings of fact, conclusions of law, and recommended administrative penalty of **\$700** as set forth in the Report and Notice of Violation dated March 31, 2020.



**TEXAS BOARD OF ARCHITECTURAL EXAMINERS  
SUMMARY OF PROPOSED  
ENFORCEMENT ACTION**

**This document is an internal document relating to an uncontested case to be considered by the Texas Board of Architectural Examiners. This document is prepared to inform, advise and assist the Board in addressing this uncontested case.**

<b>Case Number:</b>	<b>052-201</b>
<b>Respondent:</b>	<b>Pamela J. Stockard</b>
<b>Location of Respondent:</b>	<b>Abilene, TX</b>
<b>Nature of Violation:</b>	<b>Violation of Continuing Education Requirements</b>
<b>Instrument:</b>	<b>Report and Notice of Violation</b>

**Findings:**

- Pamela J. Stockard (hereafter "Respondent") is registered as an interior designer in Texas with registration number 5905.
- On August 15, 2019, Respondent was notified by the Board that she was being audited for compliance with the continuing education requirements for the audit period of January 1, 2018 through December 31, 2018.
- On November 19, 2019, Respondent replied that she could not locate her continuing education certificates.

**Applicable Statutory Provisions and Rules:**

- By failing to maintain a detailed record of her continuing education activities for the period of January 1, 2018 through December 31, 2018, Respondent violated Board Rule 5.79. The standard administrative penalty for failing to maintain a detailed record of continuing education activities is **\$700**.

**Action Recommended by Executive Director:**

- Enter an Order which adopts the findings of fact, conclusions of law, and recommended administrative penalty of **\$700** as set forth in the Report and Notice of Violation dated January 10, 2020.

## Executive Director Performance Evaluation Timeline & Process

<b>July 2 2020</b>	At the direction of the Board Chair, the Operations Manager emails evaluation tools to the Board to provide their perspectives based on the current Executive Director evaluation cycle, requesting a two-week turnaround. Included in the email are: <ol style="list-style-type: none"> <li>1. Evaluation Timeline (<i>August 21, Board Meeting Deadline</i>)</li> <li>2. Performance Evaluation Form (<i>Board Approved</i>)</li> <li>3. Executive Director Job Description (<i>Board Approved</i>)</li> <li>4. Executive Director Self-Assessment (<i>Board Approved</i>)</li> <li>5. EA-009 – Executive Director Evaluation Policy (<i>Agency Policy</i>)</li> <li>6. 2019 Executive Director Measurable Performance Goals (<i>Board Approved</i>)</li> </ol>
<b>July 27, 2020</b>	Board members will complete the Performance Evaluation form and return the completed forms to the Operations Manager by close of business on July 27.
<b>July 30, 2019</b>	Operations Manager follows up with non-respondents.
<b>August 13, 2019</b>	Operations Manager tabulates the individual evaluations, summarizes them and prepares an aggregate of the total scores for each evaluation category and prepares the final scoring matrix.
<b>August 13, 2019</b>	<ol style="list-style-type: none"> <li>1. Operations Manager distributes a confidential hard-copy packet of the completed scoring matrix to each Board member.</li> <li>2. The Board Chair receives the complete evaluation packet and completes a review of the Board members' evaluations and the Executive Director's self-evaluation; agrees on key points to be covered in the review meeting. The Board chair may solicit input from relevant stakeholders, results of surveys (e.g., Survey of Employee Engagement, and Customer Service Survey.)</li> </ol>
<b>August 21, 2019</b>	<p>The Board first meets in executive session to discuss the evaluation and Executive Director's future attainable goals and objectives. The Board may take this opportunity to draw-out, reinforce or elaborate on any priorities, expectations, and performance objectives to consider for the next performance evaluation cycle.</p> <p>The Board may reflect on a proposal to proceed and adjust the Executive Director's compensation.</p>
<b>August 21, 2019</b>	<p>The Board continues in executive session to:</p> <ol style="list-style-type: none"> <li>1. discuss between them a Board decision to adjust the Executive Director salary and award a merit-based compensation for the current rating period;</li> <li>2. discuss Board statements on any objectives it wants met in the future;</li> <li>3. share the Board's Evaluation results with the Executive Director orally and in writing; and</li> <li>4. the Board Chair and the Executive Director sign the Performance Evaluation Report and the all-inclusive Board evaluation packet then becomes an official record and made a part of the Executive Director's personnel file.</li> </ol>
<b>August 21, 2019</b>	The Chair approves the specific and measurable performance goals for next year with input from the full Board. Goals discussed with the Executive Director.
<b>August 28, 2019</b>	The Operations Manager will submit a memorandum from the TBAE Board Chair to the Commissioner Glenn Hager, Comptroller of Public Accounts, regarding the Board compensation recommendation, effective September 1, 2020.



**EXECUTIVE DIRECTOR PERFORMANCE EVALUATION**

**RATED PERIOD: FROM: SEPTEMBER 1, 2019 TO: AUGUST 31, 2020**

**NAME OF BOARD MEMBER:**

**INSTRUCTIONS:** Each member of the Board shall rate the Executive Director on each evaluation item. The numerical ratings must be supported by comments giving rationale and as much objective evidence as possible. The Board Presiding Officer shall tally the scores and determine a composite Board numerical average for each item. The Executive Director and each Board member shall be given a copy of the Board's composite evaluation. The results shall be discussed in executive session.

**The following criteria shall be the basis for determining numerical ratings:**

- 5 – Always
  - 4 – Often
  - 3 – Sometimes
  - 2 – Seldom
  - 1 – Never
- Don't Know or Not Applicable will not be scored.

**PLACE APPROPRIATE NUMBER IN BLANK AND WRITE COMMENTS FOR EACH TOPIC:**

		<u><b>OVERALL RATING</b></u>	_____
<b>1.</b>	<b>GOALS AND OBJECTIVES</b>		
	a. Demonstrates an understanding of the Board's Mission and Philosophy		_____
	b. Understands the priorities for the Board		_____
	c. Expresses vision and enables others to translate vision into action		_____
	d. Develops goals and objectives for the agency		_____
	e. Maintains long and short-range strategic planning processes		_____
	f. Demonstrates a knowledge of external issues impacting the agency		_____

**COMMENTS:** \_\_\_\_\_  
 \_\_\_\_\_

**OVERALL RATING** \_\_\_\_\_

**2. EFFECTIVENESS**

- a. Organizes workload and personnel for maximum efficiency \_\_\_\_\_
- b. Anticipates future needs and acts to meet them in an orderly way \_\_\_\_\_
- c. Identifies better, faster or more efficient and less expensive ways to operate \_\_\_\_\_
- d. Anticipates problems and develops contingency plans \_\_\_\_\_

COMMENTS: \_\_\_\_\_

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**OVERALL RATING** \_\_\_\_\_

**3. PROBLEM SOLVING**

- a. Searches for and recognizes appropriate solutions to problems \_\_\_\_\_
- b. Perceives the essentials of a problem \_\_\_\_\_
- c. Considers many options before making a decision \_\_\_\_\_
- d. Considers the long-term implications of current decisions \_\_\_\_\_

COMMENTS: \_\_\_\_\_

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**OVERALL RATING** \_\_\_\_\_

**4. COMMUNICATION**

- a. Establishes and maintains an effective system of communication with stakeholders \_\_\_\_\_
- b. Speaks effectively in public and private, expressing ideas logically and correctly \_\_\_\_\_
- c. Fosters open communication and listens to understand others' perspective \_\_\_\_\_
- d. Maintains confidentiality and appropriately communicates sensitive information \_\_\_\_\_
- e. Prepares and submits timely and accurate state-required reports \_\_\_\_\_

COMMENTS: \_\_\_\_\_

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**OVERALL RATING** \_\_\_\_\_

**5. PERSONNEL**

- a. Recruits and assigns best available personnel in terms of competence \_\_\_\_\_
- b. Develops and executes sound personnel policies and practices \_\_\_\_\_
- c. Develops recommendation for salary schedules within budgetary limits \_\_\_\_\_
- d. Conducts an effective staff evaluation and counseling program \_\_\_\_\_

COMMENTS: \_\_\_\_\_

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**OVERALL RATING** \_\_\_\_\_

**6. DELEGATION**

- a. Appropriately assigns tasks to subordinates \_\_\_\_\_
- b. Accepts responsibility for own actions and those of subordinates \_\_\_\_\_
- c. Fosters and values a diverse environment \_\_\_\_\_
- d. Hires and retains appropriate staff and conducts workforce and succession planning \_\_\_\_\_

COMMENTS: \_\_\_\_\_

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**OVERALL RATING** \_\_\_\_\_

**7. BUSINESS AND FINANCE**

- a. Provides for appropriate involvement of Board in budget development \_\_\_\_\_
- b. Evaluates financial needs and recommends adequate financing of agency operations \_\_\_\_\_
- c. Ensures that funds are expended in accordance with the budget \_\_\_\_\_
- d. Maintains adequate accounting procedures and records \_\_\_\_\_
- e. Maintains accurate and proper accountability of agency's office, facilities, equipment and supplies \_\_\_\_\_
- f. Provides accurate and timely financial information to the Board \_\_\_\_\_

COMMENTS: \_\_\_\_\_

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**OVERALL RATING** \_\_\_\_\_

**8. RELATIONSHIP WITH THE BOARD**

- a. Prepares agenda and other materials in cooperation with the Chair \_\_\_\_\_
- b. Attends and participates appropriately in all meetings of the Board \_\_\_\_\_
- c. Orients newly appointed Board Members and provides training for all Board Members on an on-going basis \_\_\_\_\_
- d. Keeps Board informed on trends, issues, needs, and operation of the agency \_\_\_\_\_
- e. Appropriately refers matters to the Board for input or action \_\_\_\_\_
- f. Makes informed and accurate recommendations on matters requiring Board action \_\_\_\_\_
- g. Interprets and executes Board policies and direction \_\_\_\_\_

COMMENTS: \_\_\_\_\_

---

**OVERALL RATING** \_\_\_\_\_

**RELATIONSHIP WITH THE COMMUNITY**

- a. Develops cooperative relationships with professional registrants and organizations \_\_\_\_\_
- b. Develops cooperative relationships with legislators and other agency officials \_\_\_\_\_
- c. Works effectively with the public and media \_\_\_\_\_
- d. Resolves conflict in a way helpful to the agency \_\_\_\_\_
- e. Participates actively in national regulatory board associations \_\_\_\_\_

COMMENTS: \_\_\_\_\_

**OVERALL RATING** \_\_\_\_\_

**10. PERSONAL ATTRIBUTES AND DEVELOPMENT**

- a. Leads by example with the Board's values \_\_\_\_\_
- b. Uses applicable professional standards and establishes procedures \_\_\_\_\_
- c. Identifies ethical dilemmas and takes action \_\_\_\_\_
- d. Follows through on commitments \_\_\_\_\_
- e. Displays honesty and is forthright with others \_\_\_\_\_
- f. Treats others with respect \_\_\_\_\_
- g. Exhibits the managerial courage to make difficult and hard decisions \_\_\_\_\_
- h. Receives feedback non-defensively \_\_\_\_\_
- i. Maintains health and energy necessary to perform duties \_\_\_\_\_
- j. Maintains neat appearance and is well groomed \_\_\_\_\_
- k. Pursues professional development by study, course work, conference attendance, and professional activities \_\_\_\_\_
- l. Supports and encourages development of staff through in-service education and other professional development programs \_\_\_\_\_

COMMENTS: \_\_\_\_\_

**List one to three strongest areas of the Executive Director's performance during the past year?**

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

**List one to three areas most in need of improvement during the coming period?**

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

**List one to three areas that should be the Executive Director's specific performance goals for the next year.**

1. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. \_\_\_\_\_

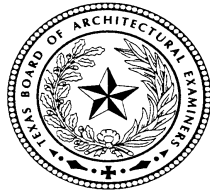
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\_\_\_\_\_

**Signature:** \_\_\_\_\_  
**Board Member**

**Date:** \_\_\_\_\_

# The TEXAS BOARD OF ARCHITECTURAL EXAMINERS



## Be It Known That Anthony "Tony" Whitt

Has distinguished himself by his more than two decades of dedicated employment with the State of Texas, including service at the Texas Real Estate Commission and the Texas Board of Architectural Examiners, and

**WHEREAS**, Mr. Whitt will retire from his State of Texas employment on the 31<sup>st</sup> day of May 2020; and

**WHEREAS**, Mr. Whitt provided more than seven years of dedicated service to the Texas Real Estate Commission; and

**WHEREAS**, Mr. Whitt provided more than thirteen years of dedicated service as a Licensing Specialist with the Texas Board of Architectural Examiners; and

**WHEREAS**, Mr. Whitt for the last decade also served as the Texas Board of Architectural Examiners' Continuing Education Coordinator, responsible for ensuring compliance with the Board's continuing education requirements; and

**WHEREAS**, Mr. Whitt was responsible, during his time with the Texas Board of Architectural Examiners, for a long and steady line of innovations, improvements, and enhancements to the Board's continuing education program processes; and

**WHEREAS**, Mr. Whitt has been welcomed at many professional conferences, conventions, and trade shows to discuss and explain the Board's continuing education program to registrants, future registrants, continuing education providers, and other stakeholders, now, therefore, be it

### RESOLVED

That the Texas Board of Architectural Examiners, in Formal Meeting assembled this 21<sup>st</sup> day of May 2020, does publicly acknowledge its appreciation of outstanding service to the state of Texas and have voted unanimously for this

### RESOLUTION OF APPRECIATION

To Anthony "Tony" Whitt, and have caused a copy of this Resolution to be included within the minutes of this Board.

---

Debra Dockery, FAIA  
Chair

---

Bob Wetmore, AIA  
Vice-Chair

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Joyce J. Smith, CPA, CGMA  
Secretary/Treasurer



# TBAE EVENT CALENDAR 2020

JANUARY						
S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

- 01 New Year's Day (Closed)
- 16 CLARB MBE (Julie)
- 20 M.L. King Day (Closed)

JULY						
S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

- 03 Independence Day (Closed)
- 14 Tentative Office Relocation
- 31 Personal Financial Statement Filing Deadline

FEBRUARY						
S	M	T	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

- 06 NCARB Model Law (Julie)
- 12 New Bd Mbr & Exec Orientation
- 17 Presidents' Day (Closed)
- 20 Board Meeting

AUGUST						
S	M	T	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

- 25 Board Meeting  
2021 Budget Approval  
2021 Board Meeting Approval  
2020-2024 Strategic Plan  
ED Evaluation
- 27 LBJ Holiday (Skeleton)

MARCH						
S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

- 02 TX Independence Day (Skeleton)
- 05 NCARB Regional Summit  
Cambridge, MA
- 05 CLARB Board Meeting (Julie)
- 15 Spring Break

SEPTEMBER						
S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

- 01 Beginning Fiscal Year 2021
- 07 Labor Day (Closed)
- 08 CLARB Annual Meeting/50<sup>th</sup>  
Anniversary, New York City
- 25 2020 LRGV-AIA Conference  
(South Padre Island)

APRIL						
S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

- 10 Good Friday (Skeleton)
- 21 San Jacinto Day (Skeleton)

OCTOBER						
S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

- 29 TxA Annual Conference, Dallas  
NCARB MBM/MBE Conf.

MAY						
S	M	T	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

- 07 NCARB Model Law (Julie)
- 21 Board Meeting (Virtual)
- 25 Memorial Day (Closed)

NOVEMBER						
S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

- 11 Veterans Day (Closed)
- 13 CIDQ Council of Delegates Mtg  
Los Angeles, CA
- 19 Board Meeting
- 25 Agency Holiday (Skeleton)
- 26 Thanksgiving Day (Closed)
- 27 Day after Thanksgiving (Closed)

JUNE						
S	M	T	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

- 04 CLARB Board Mtg (Julie)
- 19 Emancipation Day (Skeleton)
- 18 NCARB Annual Business Mtg  
(Virtual)

DECEMBER						
S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

- 21-23 Agency Holidays  
(Skeleton)
- 24 Christmas Eve (Closed)
- 25 Christmas Day (Closed)
- 31 Agency Holiday (4 hrs. Skeleton)