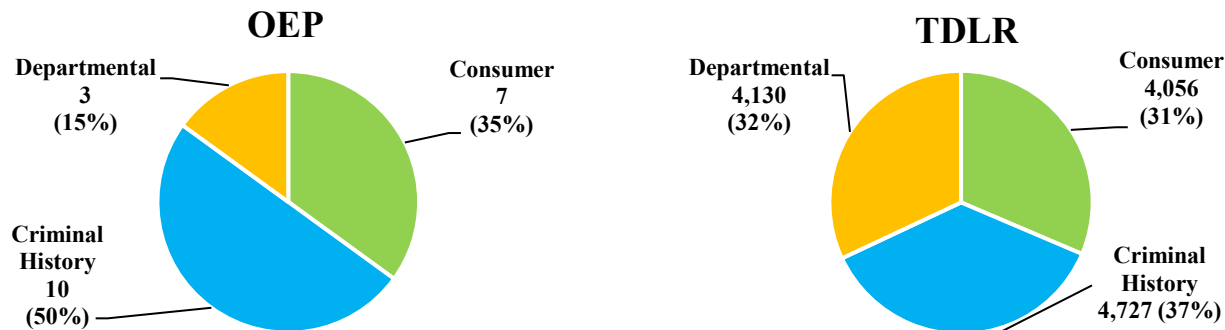


Offender Education Programs (OEP)

Key Statistics	OEP Fiscal Year 2025	TDLR Fiscal Year 2025
Total Licensees	1,991	1,019,176
Complaints Received by Source	179	134,663
Consumer complaints	12	12,216
Department initiated complaints	3	4,096
Criminal History Records reviewed for licensure	164	118,351
Cases Opened	20	12,913
Consumer	7	4,056
Departmental	3	4,130
Criminal History	10	4,727
Cases Closed	28	12,694
Consumer	13	4,467
Departmental	5	3,487
Criminal History	10	4,740
Average Time to Close (days)	364.00	206.68
% of Cases Resolved Within 6 Months	60.71%	64.46%
% of Cases Resulting in Disciplinary Action	14.29%	12.94%
% of Cases Not Resulting in Disciplinary Action	85.71%	87.06%
Open Cases Pending at End of Fiscal Year	4	7,651
Cases Referred to SOAH	0	133
Contested Cases Heard at SOAH	0	62
Formal Case Outcomes	OEP Fiscal Year 2025	TDLR Fiscal Year 2025
Final Orders	4	1,643
Agreed Orders	0	918
Commission Orders	0	20
Default Orders	4	602
Denied by Operation of Law	0	6
Denied of Application by Prior Agreement	0	3
Revocation by Operation of Law	0	92
Revocation by Prior Agreement	0	1
Suspension by Operation of Law	0	0
Recovery Fund Orders	0	1
Average Penalty Assessed on Orders	\$1,500.00	\$3,095.17
Total Penalties Assessed	\$6,000.00	\$4,769,650
Total Penalties Collected	\$6,000.00	\$1,783,085
Total Disciplinary Suspensions and Revocations	2	171
Licenses Revoked (Disciplinary)	0	162
Licenses Suspended (Disciplinary)	2	9
Licenses Denied/Suspended/Revoked (Criminal History)	0	206
Restricted Licenses Granted	0	4
Enforcement cases that resulted in District Court Filing	0	5
Other Case Actions	OEP Fiscal Year 2025	TDLR Fiscal Year 2025
Consumer Restitution	\$0.00	\$808,739.25
Other Cases Closed without Disciplinary Actions	14	4,993
Informally Resolved	1	526
Insufficient Evidence	4	2,516
Warning Letters	5	2,939
Withdrawn by Complainant	0	77
Cease & Desist Orders	0	19
Emergency Orders	0	54

Cases Opened Fiscal Year 2025



OEP Alleged Violations at Opening

Fiscal Year 2025	
Alleged Violation at Opening	Count
Criminal history	10
Certificate issue	6
False, inaccurate, or incomplete documentation	2
Inappropriate conduct	2
Course fee and schedule violation	2
Failed to pay dishonored check	1

OEP Violations Resulting in Disciplinary Action

Fiscal Year 2025	
Violation Resulting in Disciplinary Action	Count
Inappropriate classroom or facility	1
Certificate issue	1