



Executive Summary

2019

**Review of Developing and
Implementing Methods to Reduce
Barriers to Certify Applicants**

November 27, 2019

Executive summary

Background

SB 855 (2019) included the following instruction for the Department of Revenue (DOR):

A professional licensing board, as defined in section 1 of this 2019 Act, shall report to the Legislative Assembly in the manner provided in ORS 192.245 on the professional licensing board's progress in meeting the requirements of section 1 of this 2019 act not later than November 30, 2019.

This report provides the progress toward meeting the requirements of Section 1 listed in SB 855.

DOR Property Appraiser Certificate Program

A registered appraiser is an individual who is currently registered by DOR as having successfully passed a Property Appraiser examination prepared, conducted, and graded by the department. To qualify as a registered property appraiser under ORS 308.010, applicants must meet certain training and education criteria, then file an application to sit for an examination. The examination is approved by a standing five-member committee of the Oregon State Association of County Assessors, selected by the association for that purpose.

SB 855 efforts to reduce barriers

At present, there is no requirement for an applicant to provide proof of citizenship or residency in order to apply or take the examination. However, the department is committed to developing and implementing methods to reduce potential barriers to applicants who may be immigrants or refugees. As such, DOR has identified the following actions to reduce potential barriers:

- Update external DOR website to include language that proof of citizenship or residency is not required to apply for or take the examination for the Property Appraiser Certificate.
- Update online application materials to expand on already offered alternative accommodations upon request.

These efforts listed above will be implemented prior to July 1, 2020. As we continue to study the manner in which persons who are immigrants or refugees become certified, we will continue to provide services that help to eliminate any barriers or obstacles and ensure we are in compliance with the requirements of Section 1 in SB 855.



SB 855 Progress Report

2019

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Implementing Methods to Reduce
Barriers to Certify Applicants**

November 27, 2019

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Introduction

SB 855 (2019) included the following instruction for the Department of Revenue (DOR):

A professional licensing board, as defined in section 1 of this 2019 Act, shall report to the Legislative Assembly in the manner provided in ORS 192.245 on the professional licensing board's progress in meeting the requirements of section 1 of this 2019 act not later than November 30, 2019.

This report discusses:

- The current state of how the department administers the Property Appraiser Certificate Program.
- What efforts we will develop and implement to reduce potential barriers to certification for applicants who may be immigrants or refugees.
- How the department will address potential future barriers.

DOR Property Appraiser Certificate Program

Overview

A registered appraiser is an individual who is currently registered by DOR as having successfully passed a property appraiser examination prepared, conducted, and graded by the department. To qualify as a registered property appraiser under ORS 308.010, applicants must meet certain training and education criteria, then file an application to sit for an examination. The examination is approved by a standing five-member committee of the Oregon State Association of County Assessors, selected by the association for that purpose. It is designed to ensure individuals have the requisite knowledge and experience to systematically appraise groups of properties using standardized procedures and statistical testing in order to determine accurate, persuasive, and defensible appraised values to be used as the basis for property tax assessment in each of Oregon's 36 counties and for DOR Property Tax Division purposes.

Current Property Appraiser Certificate Administration Process

Individuals who are seeking to get their property appraiser certification are required to submit an online application to be reviewed for education and experience requirements. When reviewing the qualifications of the applicants, DOR considers an individual's education, experience, or a combination thereof to determine if the applicant meets the minimum qualifications to sit for the examination. The agency currently uses the following criteria when reviewing the application:

Property Appraiser

Individuals who are seeking to get their property appraiser certification are required to submit an online application to be reviewed for education and experience requirements. When reviewing the qualifications of the applicants, DOR considers an individual's education, experience, or a combination thereof to determine if the applicant meets the minimum qualifications to sit for the examination. The agency currently uses the following criteria when reviewing the application:

- A) An Associate in Science degree (or higher) in property appraisal, real estate technology, building construction/inspection technology, engineering, or forestry technology, business administration, or a related field; or
- B) Any combination of experience or education equivalent to two years in a field that would demonstrate the capacity to work as a property appraiser. Examples include: property appraisal, public or business administration, real estate, finance, civil engineering, urban planning; or
- C) Completion of a DOR-approved appraisal training program or county-approved appraisal training program.

Upon completion of the application review, the department will notify the applicant of their application status. If the applicant is rejected due to not meeting the minimum qualifications, they will be given the reason why and allowed to resubmit their application at a future date. If the applicant is determined to meet the qualifications, they are sent an acceptance letter with instructions on how to take the examination.

The appraiser examination is composed of 100 multiple-choice questions. The examination (whether paper or online) consists of general appraisal concepts, principles, processes, and definitions; surveying and mapping; vocabulary; appraisal processes; and valuation. The maximum time allowed for this examination is three (3) hours and the minimum passing score is 70 percent. Additionally, there is no fee associated with taking the examination, and it must be taken within 60 days of the accepted date of the application.

After the applicant has successfully passed the examination, the department issues a property appraiser certificate and refers the applicant to the department's continuing education unit in the Property Tax Division. In order to maintain a valid certification with the department, property appraisers are required to complete continuing education coursework. Property appraisers must complete 60 credit hours in the first two calendar years after being certified and 30 credits every two years after that to maintain their certification.

SB 855 efforts to reduce barriers

At present, there is no requirement for an applicant to provide proof of citizenship or residency to apply or take the examination. However, the department is committed to developing and implementing methods to reduce potential barriers to applicants who may be immigrants or refugees. As such, DOR has identified the following actions to reduce potential barriers:

- Update external DOR website to include language that proof of citizenship or residency is not required to apply for or take the examination for the property appraiser certificate.
- Update online application materials to expand on already offered alternative accommodations upon request.

Updating the external DOR website to include the language that proof of citizenship or residency is not required to apply for or sit for the examination, or receive certification, will eliminate a potential obstacle that may exist for candidates pursuing the certificate. Equally, on the application materials, expanding on the already offered accommodations to include interpreter services, American Sign Language (ASL) services, or help with filling out the online application will reduce potential language barriers for all applicants regardless of their specific situation. Revenue believes that these proactive steps will expand its environment of inclusion and provide an easier pathway to obtain the required certification for immigrants or refugees.

Conclusion

To be in compliance with the requirements of Section 1 in SB 855, the efforts listed above will be implemented prior to July 1, 2020. However, the department is committed to continue to identify and remove any real or potential barriers in the future by studying and receiving feedback on the manner in which persons who are immigrants or refugees become certified.