

448 - Office of Injured Employee Counsel

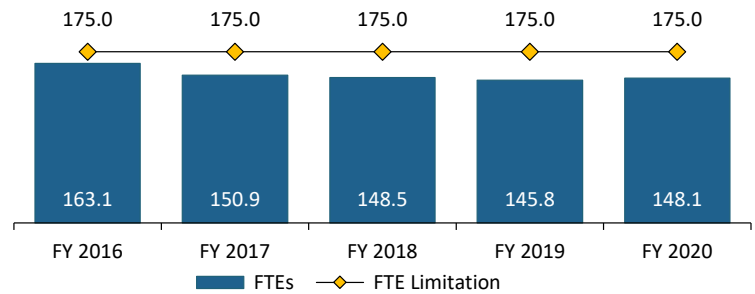
Workforce Summary Document prepared by the State Auditor's Office.
Based on information **self-reported** by the agency, the following items are noteworthy.

Full-Time Equivalent (FTE) Employees

The agency's full-time equivalent (FTE) employee limitation remained the same in fiscal year 2020 compared with fiscal year 2019. Compared with fiscal year 2016, the agency had a decrease of 15.0 (9.2 percent) in the total number of FTEs.

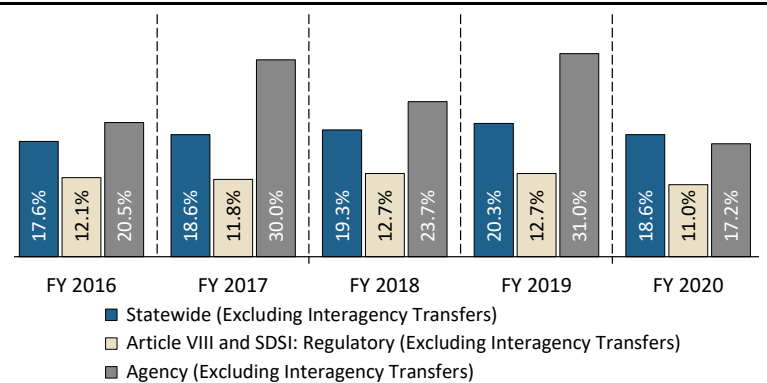
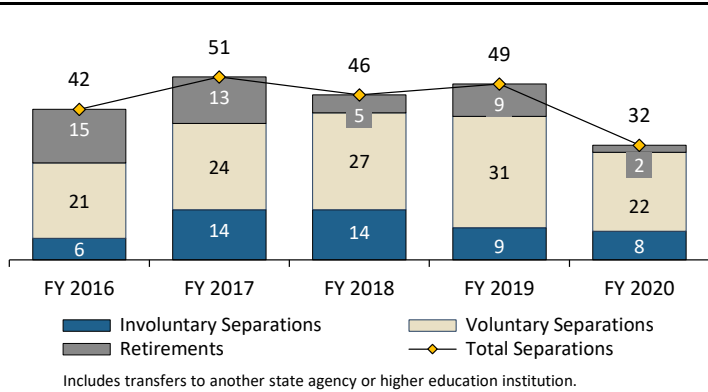
FTEs Below/Above FTE Limitation

	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
FTE Limitation	175.0	175.0	175.0	175.0	175.0
Number Below or Above Limitation	-11.9	-24.1	-26.5	-29.2	-26.9
Percent Above or Below Limitation	-6.8%	-13.8%	-15.1%	-16.7%	-15.4%



Employee Turnover^a

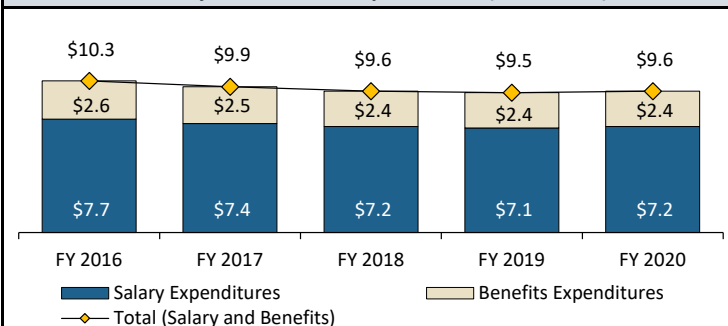
Excluding interagency transfers, the turnover rate within the agency (17.2 percent) was lower than the statewide turnover rate (18.6 percent) and higher than the turnover rate of Article VIII and Self-Directed, Semi-Independent (SDSI) agencies (11.0 percent) during fiscal year 2020. The fiscal year 2020 agency turnover rate including employees who transferred to another state agency or higher education institution was 21.2 percent.



Compensation Information^a

The average agency salary of \$46,322 in fiscal year 2020 represented an increase of 4.6 percent compared with the average agency salary in fiscal year 2016. In fiscal year 2020, 91.2 percent of employees were paid below the midpoint of the salary range in which they were assigned. Total agency expenditures for salaries and benefits were lower compared with fiscal year 2016.

Salary and Benefits Expenditures (in Millions)



Average Salary Trends

	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Public Counsel	\$ 123,000	\$ 123,000	\$ 143,220	\$ 143,220	\$ 151,048
Agency Average	\$ 44,288	\$ 45,255	\$ 44,904	\$ 46,020	\$ 46,322
Article Average	\$ 58,297	\$ 59,285	\$ 60,376	\$ 61,598	\$ 63,503
Statewide Average	\$ 45,365	\$ 46,475	\$ 47,506	\$ 47,994	\$ 49,500

Note: With the exception of the public counsel, the average salary is for classified regular, full-time employees only. Article salary average includes Article VIII and SDSI agencies.

Number of and Total Dollars Spent on Salary Actions

	Fiscal Year 2019		Fiscal Year 2020	
	Actions	Dollars Spent	Actions	Dollars Spent
Promotions	41	\$ 69,649	21	\$ 64,556
Merits	33	\$ 51,089	31	\$ 19,818
One-Time Merits	23	\$ 66,000	8	\$ 32,000
Equity Adjustments	0	\$ 0	1	\$ 8
Reclassifications	1	\$ 0	4	\$ 0
Totals	98	\$ 186,738	65	\$ 116,382

Salary Range Distribution^b

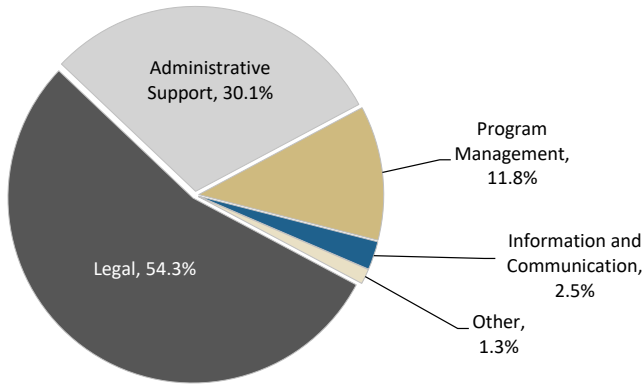
	Employees	Below Midpoint	At or Above Midpoint
Salary Schedule A	45.00	93.3%	6.7%
Salary Schedule B	105.50	90.3%	9.7%
Totals	150.50	91.2%	8.8%

^a Turnover and salary trends information was taken from the Office of the Comptroller of Public Accounts' Uniform Statewide Payroll/Personnel System and Standardized Payroll/Personnel Reporting System. Unless otherwise indicated, the data reported is for classified regular, full-time and part-time employees. Salary and benefit information was taken from the Office of the Comptroller of Public Accounts' Uniform Statewide Accounting System.

^b Includes classified regular, full-time employees only. The total percentage for salary range distribution is not the sum of salary schedules A and B percentages.

Job Classifications ^{c d}

Fiscal Year 2020 Major Occupational Categories



Agency Job Classifications

In fiscal year 2020, the majority (73.7 percent) of employees were classified in the following job titles: Ombudsman (48.5 percent) and Customer Service Representative (25.2 percent).

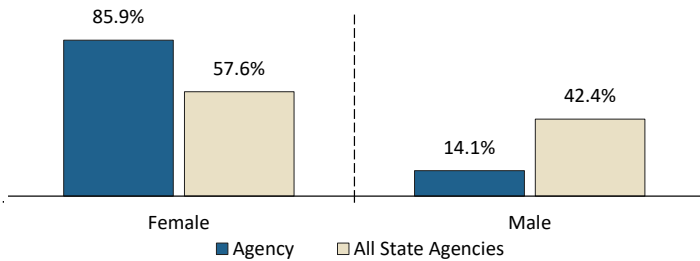
Classification Compliance Audit

During the past two years, this agency was not selected as part of our office's classification compliance audits.

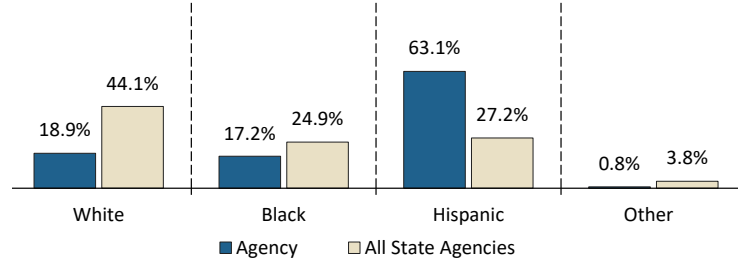
Fiscal Year 2020 Workforce Demographics ^c

On average, employees at the agency were 46.8 years old and had 4.7 years of agency length of service. Of the agency's employees, 74.0 percent were 40 years old or older, and 63.0 percent had fewer than 5 years of agency length of service. The Employees Retirement System estimates that between fiscal years 2020 and 2024, 15.0 percent of the agency's workforce will be eligible to retire (based on fiscal year 2020 data).

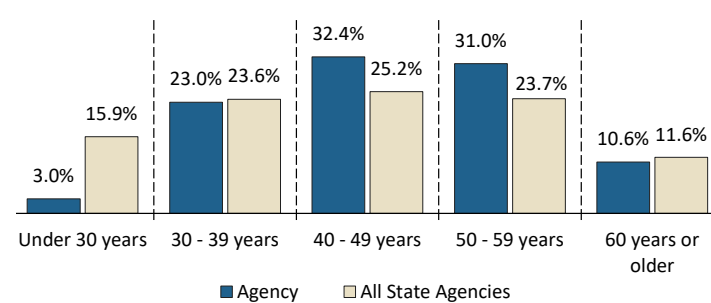
Gender



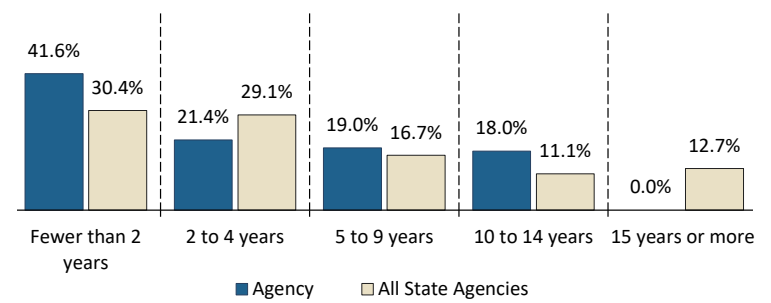
Ethnicity



Age



Agency Length of Service



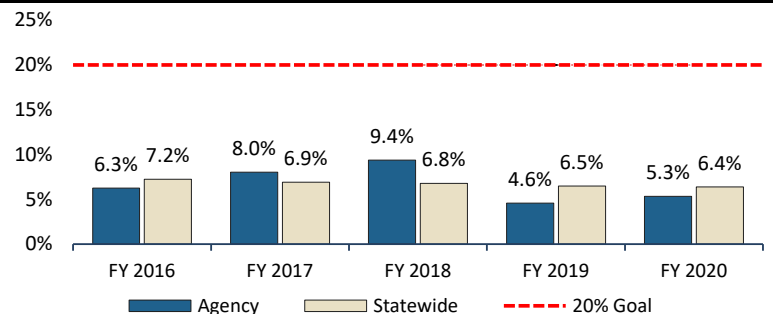
^c Job classification and demographic information was taken from the Office of the Comptroller of Public Accounts' Uniform Statewide Payroll/Personnel System and Standardized Payroll/Personnel Reporting System. Data includes classified regular, full-time and part-time employees. Demographic data may appear skewed for agencies with fewer than 50 employees.

^d Percentages may not sum exactly due to rounding.

Veteran Employment ^e

Effective fiscal year 2016, Texas Government Code, Section 657.004, sets for state agencies a goal of employing veterans in full-time positions equal to at least 20.0 percent of the total number of agency employees.

In fiscal year 2020, the agency's total percent of veterans employed was lower than the statewide average and had increased since fiscal year 2019.



^e Veteran employment information was obtained from the Office of the Comptroller of Public Accounts. Statewide totals include state agencies and higher education institutions.