The agency’s full-time equivalent (FTE) employee limitation increased by 22.6 percent to 38.0 FTEs in fiscal year 2020 compared with fiscal year 2019. Compared with fiscal year 2016, the agency had a decrease of 0.2 (0.7 percent) in the total number of FTEs.

Employee Turnover

Excluding interagency transfers, the turnover rate within the agency (3.4 percent) was lower than the statewide turnover rate (18.6 percent) and lower 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 3.4 percent.

Compensation Information

The average agency salary of $48,329 in fiscal year 2020 represented an increase of 3.5 percent compared with the average agency salary in fiscal year 2016. In fiscal year 2020, 36.3 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 higher compared with fiscal year 2016.
In fiscal year 2020, employees were classified in the following job titles: Investigator (27.4 percent), Customer Service Representative (21.4 percent), Program Specialist (15.4 percent), Administrative Assistant (9.4 percent), Accountant (6.8 percent), License and Permit Specialist (6.0 percent), Staff Services Officer (3.4 percent), Program Supervisor (3.4 percent), Purchaser (3.4 percent), and Executive Assistant (3.4 percent).

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

On average, employees at the agency were 51.2 years old and had 5.1 years of agency length of service. Of the agency’s employees, 81.2 percent were 40 years old or older, and 58.1 percent had fewer than 5 years of agency length of service. The Employees Retirement System estimates that between fiscal years 2020 and 2024, 32.0 percent of the agency’s workforce will be eligible to retire (based on fiscal year 2020 data).

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 decreased since fiscal year 2019.

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