

# WORKFORCE PLAN 2016-2017



TEXAS BOARD OF PROFESSIONAL  
GEOLOGISTS

## **Fiscal Years 2016-2017 Workforce Plan**

### TBPG Overview

The Texas Board of Professional Geoscientists regulates the non-exempt public practice of geoscience. Core staff activities include:

- Reviewing applications for licensure/issuing new licenses to qualified applicants
- Facilitating the TBPG Appointed Board's review of waiver requests (of license requirements) for appropriate action
- Processing license, registration and certification renewal applications
- Investigating complaints against unlicensed individuals and firms and the TBPG's licensees, registrants, and certification holders and facilitating the TBPG Appointed Board's review of proposed disciplinary action for appropriate action
- Facilitating the TBPG Appointed Board's activities related to its review of individual issues (complaint case reviews and application and waiver request reviews)
- Providing information to the public regarding the regulation of the non-exempt public practice of geoscience by the TBPG
- Providing customer service to licensees, registrants, and certification holders and the general public related to TBPG's programs
- Completing administrative tasks related to the operation of the TBPG as a state agency (fiscal processes, human resources processes, interacting with and providing reports to "oversight" state agencies and Legislative entities)
- Implementation of/ensuring compliance with existing and newly passed federal and state law

The TBPG notes the following issues that need to be tracked more closely over the next biennium:

- Utilization of the system the TBPG has set up that integrates the review process of initial applications for PG licensure (including examination requests), Geoscience Firm registration, and Geoscientist-in-Training certification programs with the TBPG regulatory database so that new licenses, registrations and certifications are issued and tracked efficiently and effectively
- Utilization of the system the TBPG has set up that integrates the online and "in-house" PG licensure, Geoscience Firm registration, and Geoscientist-in-Training certification renewal processes with the TBPG regulatory database so that new

licenses, registrations and certifications are issued and tracked efficiently and effectively.

- Utilization of the system the TBPG has set up that integrates the investigation and adjudication of complaints against licensees, registrants, and certificate holders with the TBPG regulatory database.

A great deal of TBPG staff time has been and will continue to be spent in daily operations (completing implementing administrative, financial, licensing and enforcement functions).

The TBPG continues to need staff that can implement existing systems and processes and develop and refine work systems as the needs of the TBPG change over time.

## CURRENT WORKFORCE PROFILE (SUPPLY ANALYSIS)

There are many important functions that must be performed by the TBPG. Over time, the TBPG Executive Director has made some adjustments to the TBPG's use of positions, detailing key duties and responsibilities in position descriptions and completing annual evaluations of staff performance. This strategy has maximized the utilization of staff resources appropriated to the agency. At this time, the agency has particularly highly skilled staff in place in key positions. This ensures that the agency can manage all of its fiduciary responsibilities.

### A. Critical Workforce Skills

There are several critical skills that are important to the agency's ability to operate. TBPG has dedicated its focus on workforce planning issues that will address the most critical areas in the agency. These issues include placing greater emphasis on employees with knowledge, skills and abilities in management and leadership, flexible budgeting, development of work systems and policy, licensing and related customer service; enforcement, and implementing outreach programs/communications systems. Key knowledge, skills and experience include:

- Leadership and management skills
- High level communications skills
- Implementation of an effective licensing and enforcement database product
- Revenue/budget tracking and reporting of performance measures
- Conducting complaint investigations; adjudicating complaints involving violations
- Maintaining licensing functions (applications reviews, coordination of renewal and late notices, consumer service/support, etc.) and developing new programs
- Interpreting legal statutes and developing policy
- Human resource knowledge

### B. Workforce Demographics

The following charts profile the TBPG's workforce as of May 1, 2016. The TBPG's workforce is comprised of 71% females and 29% males. Over 71% of the employees are over the age of 40. The percentage of employees with less than five years of state experience stands at 14%.

### C. Employee Turnover

Turnover is an important issue in any organization and TBPG is no exception. The TBPG turnover rate in Fiscal Year 2016 was 0%.

#### D. Retirement Eligibility

During fiscal years 2016-2017, one employee is eligible to retire. One employee is retired from state government. It is important to ensure that the TBPG's institutional knowledge and organizational experience be preserved.

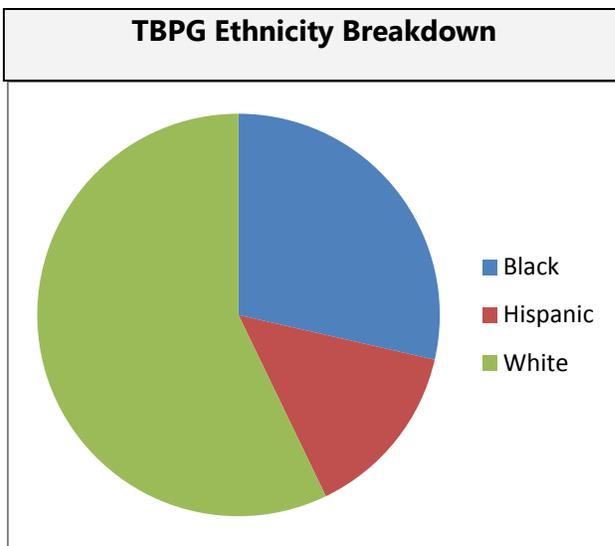
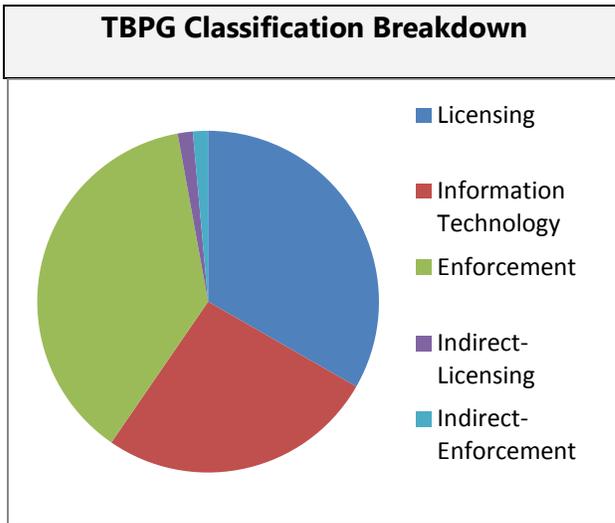
Figure 1: Workforce Breakdown

| Workforce Breakdown                |  |   |
|------------------------------------|--|---|
| Gender                             | Age  | Agency Tenure   |
| <p>Females: 71%<br/>Males: 29%</p> | <ul style="list-style-type: none"> <li>➤ 3 employees 50+ years</li> <li>➤ 2 employees 40-49 years</li> <li>➤ 1 employees 30-39 years</li> <li>➤ 1 employees 20-29 years</li> </ul> | <ul style="list-style-type: none"> <li>➤ Five employees have more than five (5) years agency tenure.</li> <li>➤ Two employees have over thirty five (35) years state experience.</li> </ul> |

The TBPG is authorized 8 full time employees. There are currently 7 employees who are on staff to execute the functions of the TBPG.

The ethnic distribution of the staff is 29% Black, 14% Hispanic and 57% White. The preceding tables compare the classes and ethnicity of the TBPG.

Figure 2: Classification Breakdown & Figure 3: TBPG Ethnicity Breakdown



#### Future Workforce Profile (Demand Analysis)

The demand for an effective regulatory model means TBPG will have to revise current processes and reorganize business units. As a result, these are the changes we anticipate in our workforce:

##### A. Critical Functions

- Implementation of an effective licensing and enforcement database product
  - Revenue/budget tracking and reporting of performance measures
  - Conducting complaint investigations; adjudicating complaints involving violations
  - Maintaining licensing functions (application reviews, coordination of renewal and late notices, consumer service/support, etc.) and developing new programs
  - Interpreting legal statutes and developing policy
- B. Anticipated Workforce Changes
- Increased use of technology to revise and streamline work processes
  - Employees cross-trained in functional areas
- C. Anticipated Increase/Decrease in Number of Employees Needed to Do the Work

The TBPG's current level of FTEs appears to be sufficient to complete its mission in the future. However, any reductions could jeopardize the agency's ability to continue to meet its objectives and responsibilities.

- Two staff members, including an Enforcement Coordinator and an Enforcement Specialist are assigned to enforcement efforts.
- Two staff members, including the Licensing Coordinator and an Administrative Assistant are assigned to licensing and related efforts.
- One staff member fulfills the agency's needs in the roles of Chief Financial Officer, Risk Management Coordinator, Human Resources Officer and related functions.
- One staff member serves to coordinate activities related to the informational services strategy.
- The TBPG has employed the use of technology to minimize the number of staff needed to complete necessary duties and fulfilling responsibilities of the agency.

#### D. Future Workforce Skills Needed

To administer the Texas Geoscience Practice Act effectively, the TBPG relies on a competent and knowledgeable staff. In addition to the critical competencies listed before, these are additional ones essential for the TBPG to maintain in its staff in the future:

- Change Management
- Process analysis
- Collaboration
- Negotiation and facilitation
- Project management
- Performance management
- Strategic planning
- Leadership and management skills
- High level communication skills
- Human resource knowledge
- Database management
- Web management
- External communication
- Publication skills

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