

# TEXAS DEPARTMENT OF CRIMINAL JUSTICE

## Agency Strategic Plan for Fiscal Years 2017-2021



### Schedule F1

## **AGENCY WORKFORCE PLAN**

## Workforce Plan FY 2017-2021

### AGENCY OVERVIEW

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The Texas Department of Criminal Justice (TDCJ or agency) primarily supervises adult offenders assigned to state supervision. Such supervision is provided through the operation of state prisons, state jails, and the state parole system. TDCJ also provides funding and certain oversight of community supervision programs (previously known as adult probation).

- The first Texas prison was constructed in 1849 and opened with three incarcerated offenders. As of March 31, 2016, TDCJ was responsible for supervising 147,611 incarcerated offenders housed in 109 facilities located throughout the state. These facilities include 95 that are operated by TDCJ and 14 that are privately operated. The 95 facilities operated by TDCJ include 50 prison facilities, four pre-release facilities, three psychiatric facilities, one developmental disabilities program facility, two medical facilities, 14 transfer facilities, 15 state jail facilities, one geriatric facility, and five substance abuse felony punishment facilities (SAFPF).
- TDCJ also maintains 67 district parole offices. As of February 29, 2016, TDCJ was responsible for supervising 87,552 offenders released from prison to parole supervision.
- TDCJ maintains administrative headquarters in Austin and Huntsville.
- As of February 29, 2016, the agency's workforce consisted of 37,584 employees.

### Agency Mission

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***To provide public safety, promote positive change in offender behavior, reintegrate offenders into society, and assist victims of crime.***

The agency's mission is carried out through:

- providing diversions through probation and community-based programs;
- effectively managing correctional facilities based on constitutional and statutory standards;
- supervising offenders in a safe and appropriate confinement;
- providing a structured environment in which offenders receive specific programming designed to meet their needs and risks;
- supplying the agency's facilities with necessary resources required to carry on day-to-day activities, such as food service and laundry;
- developing a supervision plan for each offender released on parole or mandatory supervision;
- monitoring the activities of released offenders and their compliance with the conditions of release and laws of society; and
- providing a central mechanism for victims and the public to participate in the criminal justice system.

## Workforce Plan FY 2017-2021

## AGENCY OVERVIEW (Continued)

## Agency Goals, Objectives, and Strategies

**GOAL A** To provide diversions to traditional prison incarceration by the use of community supervision and other community-based programs.

**Objective A.1.** Provide funding for community supervision and diversionary programs

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|------------------------|--|
| <i>Strategy A.1.1.</i> | <i>Basic Supervision</i>                               |
| <i>Strategy A.1.2.</i> | <i>Diversion Programs</i>                              |
| <i>Strategy A.1.3.</i> | <i>Community Corrections</i>                           |
| <i>Strategy A.1.4.</i> | <i>Treatment Alternatives to Incarceration Program</i> |

**GOAL B** To provide a comprehensive continuity of care system for special needs offenders through statewide collaboration and coordination.

**Objective B.1.** Direct special needs offenders into treatment alternatives

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|------------------------|--|
| <i>Strategy B.1.1.</i> | <i>Special Needs Programs and Services</i> |
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**GOAL C** To provide for confinement, supervision, rehabilitation, and reintegration of adult felons.

**Objective C.1.** Confine and supervise convicted felons

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|-------------------------|---|
| <i>Strategy C.1.1.</i>  | <i>Correctional Security Operations</i>         |
| <i>Strategy C.1.2.</i>  | <i>Correctional Support Operations</i>          |
| <i>Strategy C.1.3.</i>  | <i>Correctional Training</i>                    |
| <i>Strategy C.1.4.</i>  | <i>Offender Services</i>                        |
| <i>Strategy C.1.5.</i>  | <i>Institutional Goods</i>                      |
| <i>Strategy C.1.6.</i>  | <i>Institutional Services</i>                   |
| <i>Strategy C.1.7.</i>  | <i>Institutional Operations and Maintenance</i> |
| <i>Strategy C.1.8.</i>  | <i>Unit and Psychiatric Care</i>                |
| <i>Strategy C.1.9.</i>  | <i>Hospital and Clinical Care</i>               |
| <i>Strategy C.1.10.</i> | <i>Managed Health Care – Pharmacy</i>           |
| <i>Strategy C.1.11.</i> | <i>Health Services</i>                          |
| <i>Strategy C.1.12.</i> | <i>Contract Prisons/Private State Jails</i>     |
| <i>Strategy C.1.13.</i> | <i>Residential Pre-Parole Facilities</i>        |

**Objective C.2.** Provide services for the rehabilitation of convicted felons

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|------------------------|---|
| <i>Strategy C.2.1.</i> | <i>Texas Correctional Industries</i>                        |
| <i>Strategy C.2.2.</i> | <i>Academic and Vocational Training</i>                     |
| <i>Strategy C.2.3.</i> | <i>Treatment Services</i>                                   |
| <i>Strategy C.2.4.</i> | <i>Substance Abuse Felony Punishment</i>                    |
| <i>Strategy C.2.5.</i> | <i>In-Prison Substance Abuse Treatment and Coordination</i> |

## Workforce Plan FY 2017-2021

## AGENCY OVERVIEW (Continued)

**GOAL D** To ensure and maintain adequate housing and support facilities for convicted felons during confinement.

**Objective D.1.** Ensure and maintain adequate facilities  
*Strategy D.1.1. Major Repair of Facilities*

**GOAL E** Administer the range of options and sanctions available for inmates through parole or acts of clemency.

**Objective E.1.** Operate Board of Pardons and Paroles  
*Strategy E.1.1. Board of Pardons and Paroles*  
*Strategy E.1.2. Revocation Processing*  
*Strategy E.1.3. Institutional Parole Operations*

**GOAL F** To provide supervision and administer the range of options and sanctions available for felons' reintegration into society following release from confinement.

**Objective F.1.** Evaluate eligible inmates for parole or clemency  
*Strategy F.1.1. Parole Release Processing*

**Objective F.2.** Perform basic supervision and sanction services  
*Strategy F.2.1. Parole Supervision*  
*Strategy F.2.2. Halfway House Facilities*  
*Strategy F.2.3. Intermediate Sanction Facilities*

**GOAL G** Indirect Administration

**Objective G.1.** Indirect Administration  
*Strategy G.1.1. Central Administration*  
*Strategy G.1.2. Inspector General*  
*Strategy G.1.3. Victim Services*  
*Strategy G.1.4. Information Resources*

## Workforce Plan FY 2017-2021

## AGENCY OVERVIEW (Continued)

## Agency Structure

The mission of TDCJ is carried out under the oversight of the Texas Board of Criminal Justice (TBCJ), which is composed of nine non-salaried members who are appointed by the governor for staggered six-year terms. The TDCJ executive director reports directly to the TBCJ. Other functions that report directly to the TBCJ are Internal Audit, Office of the Inspector General, State Counsel for Offenders, and the Prison Rape Elimination Act (PREA) Ombudsman.

Functions Reporting Directly to the TBCJ	
Office	Function
<b>Internal Audit</b>	The Internal Audit Division conducts comprehensive audits of TDCJ's major systems and controls. These independent analyses and assessments include recommendations for improvements that are provided to agency management for their consideration and possible implementation. To assist in and to update the status of ongoing implementation, agency management is responsible for preparing and updating implementation plans. These implementation plans are provided to the Internal Audit Division to facilitate their tracking and to help determine the need for follow-up audits. Similarly, the agency prepares implementation plans in response to audits conducted by the State Auditor's Office (SAO). These plans are also forwarded to the Internal Audit Division to facilitate tracking of the status of implementation. Periodically, the Internal Audit Division provides a synopsis of the status of the various implementation plans to agency management to help ensure agreed-to recommended action is implemented.
<b>Office of the Inspector General</b>	The Office of the Inspector General (OIG) provides oversight to TDCJ by enforcement of state and federal laws, and TDCJ policy and procedures. The OIG is the primary investigative arm for all criminal and administrative investigations for TDCJ. The OIG is dedicated to promoting the safety of employees and offenders throughout the agency. The inspector general reports to the TBCJ.
<b>State Counsel for Offenders</b>	The State Counsel for Offenders (SCFO) is responsible for providing TDCJ indigent offenders with legal counsel that is independent of TDCJ confinement divisions; however, the SCFO cannot help offenders with civil rights issues, TDCJ policy or procedure issues, fee-generating cases, or parole voting matters. The SCFO is appointed to handle cases for indigent offenders facing: indictment for alleged criminal acts while in TDCJ custody; immigration removal proceedings; and civil commitment proceedings or biennial reviews as sexually violent predators.
<b>Prison Rape Elimination Act Ombudsman</b>	The PREA Ombudsman provides oversight of administrative investigations of offender complaints of sexual assaults and ensures impartial resolution of those complaints.

## Workforce Plan FY 2017-2021

## AGENCY OVERVIEW (Continued)

## Functions Reporting to the Executive Director

Office	Function
<p><b>Community Justice Assistance Division</b></p>	<p>The Community Justice Assistance Division (CJAD) works with the Community Supervision and Corrections Departments (CSCDs), which supervise the offenders sentenced to community supervision, also known as adult probation. TDCJ-CJAD is responsible for the distribution and oversight of formula and grant funds, the development of standards (including best-practice treatment standards), processing strategic plans, budgets and quarterly financial reports, conducting program and fiscal audits, maintaining the Community Supervision Tracking System, and providing certification and training of Community Supervision Officers.</p> <p>The 122 CSCDs supervise and rehabilitate offenders sentenced to community supervision, assess criminogenic risk/needs using the Texas Risk Assessment System, monitor compliance with court-ordered conditions, offer a continuum of sanctions, regular reporting and specialized caseloads, residential confinement/programs, as well as residential and non-residential treatment/correctional programs.</p>
<p><b>Correctional Institutions Division</b></p>	<p>The Correctional Institutions Division (CID) is responsible for the confinement of adult felony offenders who are sentenced to incarceration in a secure correctional facility and is divided into three areas: Prison and Jail Operations, Management Operations, and Support Operations. The division encompasses 95 state operated prisons and jails, which include 50 state prison facilities, four pre-release facilities, three psychiatric facilities, one developmental disabilities program facility, two medical facilities, 14 transfer facilities, 15 state jail facilities, one geriatric facility, and five substance abuse felony punishment facilities. There are additional expansion cellblocks, medical facilities, and a work camp co-located within several of the facilities mentioned above. CID also houses offenders in private contract facilities; for details, see Private Facility Contract Monitoring/Oversight Division. The division is also responsible for support functions to include: prison and jail operations for six regions; offender transportation; laundry, food, and supply; security threat group management; counsel substitute; disciplinary coordination; mail room operations; safe prisons/PREA program; classification and records; and correctional training and staff development.</p>
<p><b>Reentry and Integration Division</b></p>	<p>The Reentry &amp; Integration Division combines the Texas Correctional Office on Offenders with Medical or Mental Impairments (TCOOMMI) and an expanded reentry initiative to better focus state resources to reduce recidivism and address the needs of offenders. Services provided include the continuity of care for offenders with physical or mental impairments as well as community-based case management and support services for eligible offenders. The division centralizes the goals and functions of TCOOMMI and reentry staff to create a broad and cohesive overall strategy for preparing offenders for reentry into the community with a view for public safety.</p>
<p><b>Rehabilitation Programs Division</b></p>	<p>The Rehabilitation Programs Division integrates strategic evidence-based programs that encompass every division within the agency to ensure programs and services are administered efficiently and with consistency. The programs are designed to meet the offender's individual needs, as identified in the Individualized Treatment Plan (ITP), improve institutional adjustment and facilitate transition from prison into the community. Departments and programs within this division include: Chaplaincy, Faith-Based Dorms, Sex Offender Rehabilitation Programs, Substance Abuse Treatment Programs, Volunteer Programs, Youthful Offender Program (COURAGE), Serious and Violent Offender Reentry Initiative, Corrective Intervention Pre-release Program, Administrative Segregation Transition Program, Administrative Segregation Diversion Program, Mental Health Therapeutic Diversion Program, Post-Secondary Education Programs, Our Roadway to Freedom, and Baby and Mother Bonding Initiative (BAMBI).</p>

Workforce Plan FY 2017-2021

AGENCY OVERVIEW (Continued)

Functions Reporting to the Executive Director (Continued)		
Office	Function	
<b>Parole Division</b>	The Parole Division is responsible for the supervision of offenders released from prison to serve the remainder of their sentences in Texas communities on parole or mandatory supervision. The division also investigates offenders' residential plans and assesses offenders to determine supervision levels and changing needs for their successful reentry into the community. The Parole Division administers rehabilitation and reintegration programs and services through District Reentry Centers (DRCs). The division also includes the interstate compact for adult offender supervision and coordinates with the Private Facility Contract Monitoring/Oversight Division for residential and therapeutic services (including halfway houses and residential facilities).	
<b>Private Facility Contract Monitoring/Oversight Division</b>	The Private Facility Contract Monitoring/Oversight Division is responsible for the oversight and monitoring of privately operated secure facilities, community based facilities, and substance abuse treatment programs to include in-prison, residential, and outpatient services. There are seven privately operated correctional centers that house minimum custody offenders and four privately operated state jails that house state jail and transfer offenders. There is also one privately operated multi-use treatment facility that provides various substance abuse programs to include DWI, SAFFP, and/or ISF treatment services and two privately operated pre-parole transfer facilities. Other facilities include eight privately operated halfway house facilities and two intermediate sanction facilities. These facilities primarily house offenders who have violated parole and also provide employment assistance. In addition to state jail substance abuse and SAFFP/IPTC treatment programs, which take place in correctional facilities, the division monitors 20 residential transitional treatment centers that provide substance abuse aftercare services.	
<b>Administrative Review &amp; Risk Management Division</b>	The Administrative Review & Risk Management Division provides oversight of correctional practices through a network comprised of Resolution Support (Access to Courts, Offender Grievance Program, and Office of the TDCJ Ombudsman) and Review & Standards (Administrative Monitor for Use of Force, Operational Review, American Correctional Association Accreditation, PREA, and Risk Management).	
<b>Business &amp; Finance Division</b>	The Business and Finance Division supports the agency through sound fiscal management, provision of financial services and statistical information, purchasing and leasing services, agribusiness, land and mineral operations, maintaining a fiduciary responsibility over offender commissary funds, and ensuring fiscal responsibility through compliance with laws and court-mandated requirements.  In addition, the chief financial officer has coordination authority over the Facilities Division, Information Technology Division, and Manufacturing & Logistics Division. Detailed information regarding these three divisions is provided separately within this table of functions.	
<b>Executive Administrative Services</b>	Executive Administrative Services includes the following functions.	
	<b>Office of the Chief of Staff</b>	This office has oversight of the Emergency Action Center, Executive Services, Governmental Affairs, and Media Services, and is responsible for providing administrative support to the executive director and deputy executive director.
	<b>Public Information Office</b>	The Public Information Office (PIO) acts as the liaison between TDCJ and the media and assists reporters in covering prison events and understanding TDCJ objectives. Information is given to news media as allowed by TDCJ policy and according to current state public information laws.
	<b>Office of Incident Management</b>	This office is responsible for coordination of TDCJ emergency preparedness activities for all agency divisions and departments to ensure a comprehensive and consistent approach to managing critical incidents. In addition, this office works with the Texas Division of Emergency Management to fulfill TDCJ's support responsibilities during state emergencies.

## Workforce Plan FY 2017-2021

## AGENCY OVERVIEW (Continued)

Functions Reporting to the Executive Director (Continued)	
Office	Function
<b>Facilities Division</b>	The Facilities Division is responsible for all aspects of physical plant management for TDCJ. Functions include planning, design, construction, maintenance, and environmental quality assurance and compliance of facilities.
<b>Health Services Division</b>	The Health Services Division works with the university providers and the Correctional Managed Health Care Committee (CMHCC) to ensure health care services are provided to incarcerated offenders in the custody of TDCJ. The Health Services Division has statutory authority to ensure access to care, monitor quality of care, investigate medical grievances, and conduct operational review audits of health care services at TDCJ facilities.
<b>Human Resources Division</b>	The Human Resources (HR) Division develops and implements activities and programs related to recruitment, staffing, employment, employee classification and benefits, as well as employee relations, employee assistance, diversity, employee recognition, and training on human resources policies.
<b>Information Technology Division</b>	The Information Technology Division provides automated information services and technology support to all divisions within TDCJ, Board of Pardons and Paroles, and other external entities as needed. Services include applications programming, network support, system and network operations, support services, information security, and voice, data and video communications for the agency.
<b>Manufacturing &amp; Logistics Division</b>	The Manufacturing & Logistics Division benefits the state of Texas by providing quality service in warehousing operations, freight transportation, the management of TDCJ vehicles, and by manufacturing quality products and services for TDCJ, other state agencies and political subdivisions, while providing marketable job-skills training for incarcerated offenders. The division also monitors the Prison Industry Enhancement (PIE) Program to ensure compliance with state and federal guidelines.
<b>Office of the General Counsel</b>	The Office of the General Counsel provides legal advice to TDCJ management on issues concerning corrections and supervision law, employment, open records, open meetings, and transactional matters, and provides litigation support to the Office of the Attorney General on lawsuits filed against the agency and its employees.
<b>Victim Services Division</b>	The Victim Services Division (VSD) provides constitutionally and statutorily mandated services to victims, surviving family members, witnesses, concerned citizens, victim service providers and criminal justice professionals. The VSD utilizes the Victim Notification System (VNS), a confidential database, to provide notifications via letter, email or both regarding the incarceration and supervision of an offender, including the parole review process. The VSD Victim Offender Mediation/Dialogue program provides an opportunity for crime victims to exercise their right to initiate a person-to-person meeting with the offender responsible for their victimization. The VSD Texas Crime Victim Clearinghouse revises the Victim Impact Statement form after every legislative session; collects statistics from district and county attorney's offices regarding the distribution and collection of the Victim Impact Statement; and provides a web-based Victim Resource Directory. The VSD also prepares and accompanies victims who choose to witness the execution of the offender convicted of the capital murder of their family member.

## Anticipated Changes in Mission, Strategies, and Goals

TDCJ anticipates no significant changes in its strategies to meet the goals set out in the agency's strategic plan.



## Workforce Plan FY 2017-2021

### CURRENT WORKFORCE PROFILE

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#### Critical Workforce Skills

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As of February 29, 2016, TDCJ uses 273 different job classes within the State Classification Plan. Additionally, a contract workforce is used to provide architectural and engineering services, computer programming, and other services where specifically required skills are not readily available to TDCJ.

The skills and qualifications that the agency views as critical for several of these positions include:

- Analytical Decision Making
- Interviewing Skills
- Public Address
- Coordination with Other Agencies
- Inventory Maintenance
- Report Writing
- Effective Communication of Ideas and Instructions
- Leadership and Team-Building
- Supervising and Training Offenders
- Interpretation and Application of Rules and Regulations
- Planning
- Supervising and Training Employees
- Problem-Solving Techniques
- Program Development, Monitoring, and Evaluation
- Marketing Skills
- Auditing Skills

Employees may obtain critical skills through other employment-related experiences or education. However, the application of these skills in a correctional environment when job duties include extensive interactions with offenders is a unique experience. Therefore, a basic requirement for agency employees whose performance of job duties includes extensive interaction with offenders is participation in TDCJ pre-service and annual in-service training programs to ensure that these employees receive the information and skills necessary to perform their duties safely and effectively.

#### Workforce Demographics and Turnover

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For the purpose of workforce demographics relating to age, tenure, and turnover, the 273 job classes used by the agency have been grouped into the 21 major job categories indicated in the table on the next page. The major job categories encompass all of the skills that are critical to the TDCJ workforce. The table indicates the following for each major job category: (1) number and percentage of employees within the job category; (2) average age; (3) average TDCJ tenure; and (4) FY 2015 turnover rate.

## Workforce Plan FY 2017-2021

## CURRENT WORKFORCE PROFILE (Continued)

The following information, other than the FY 2015 Turnover Rate, is as of February 29, 2016.

Major Job Category <sup>(1)</sup>	# Employees	% Total Employees	Average Age	Average TDCJ Tenure	FY 2015 Turnover Rate
COs	23,488	62.5%	40	8 years	26.1%
CO Supervisors (Sergeant – Captain)	2,899	7.7%	41	13 years	12.3%
Food Service/Laundry Managers	1,471	3.9%	46	12 years	16.6%
Facilities Maintenance	744	2.0%	51	10 years	17.3%
Unit Administrators (Major – Warden II)	304	0.8%	47	23 years	9.7%
Industrial Specialists	290	0.8%	52	14 years	14.3%
Case Managers	304	0.8%	45	10 years	13.4%
Agriculture Specialists	98	0.3%	48	13 years	19.7%
Counsel Substitutes	94	0.3%	42	11 years	13.8%
Substance Abuse Counselors	97	0.3%	52	5 years	19.0%
Office of Inspector General Investigators and Supervisors	139	0.4%	45	12 years	5.8%
Safety Officers and Supervisors	80	0.2%	47	12 years	15.5%
Chaplaincy	112	0.3%	58	8 years	10.1%
Parole Officers	1,487	4.0%	40	6 years	18.3%
Parole Officer Supervisors (Parole Officers III – V)	284	0.8%	46	15 years	7.5%
Program Management and Support	3,784	10.1%	46	10 years	15.8%
Business Operations	250	0.7%	46	12 years	14.2%
Human Resources	263	0.7%	46	13 years	13.0%
Information Technology	180	0.5%	47	9 years	11.0%
Legal	77	0.2%	44	8 years	17.1%
Other Staff	1,139	3.0%	49	12 years	13.2%
<b>Total</b>	<b>37,584</b>	<b>100.0%</b>	<b>42</b>	<b>9 years</b>	<b>21.9%</b>

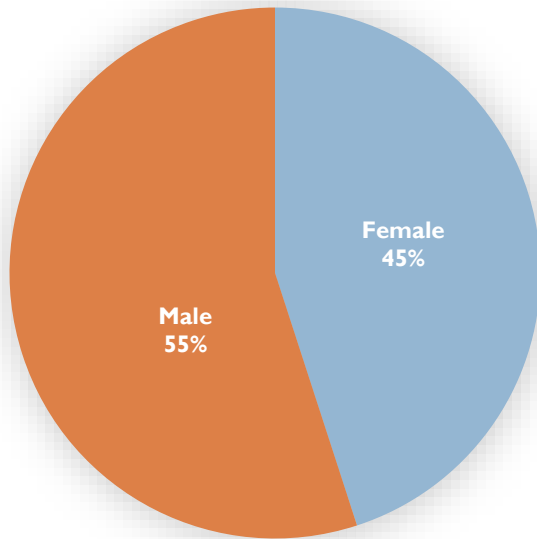
<sup>(1)</sup> The major job categories are based on job classifications only and do not reflect the number of employees within specific divisions or departments.

Workforce Plan FY 2017-2021

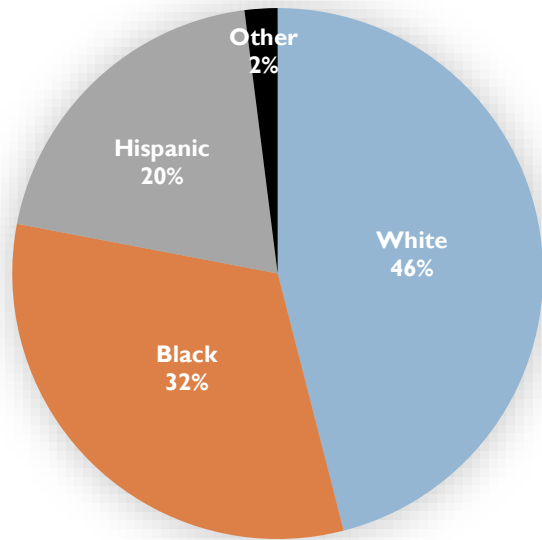
CURRENT WORKFORCE PROFILE (Continued)

TDCJ Total Workforce as of February 29, 2016

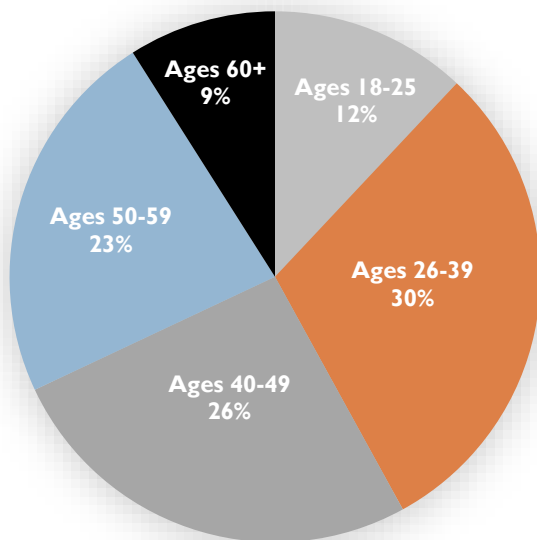
Gender



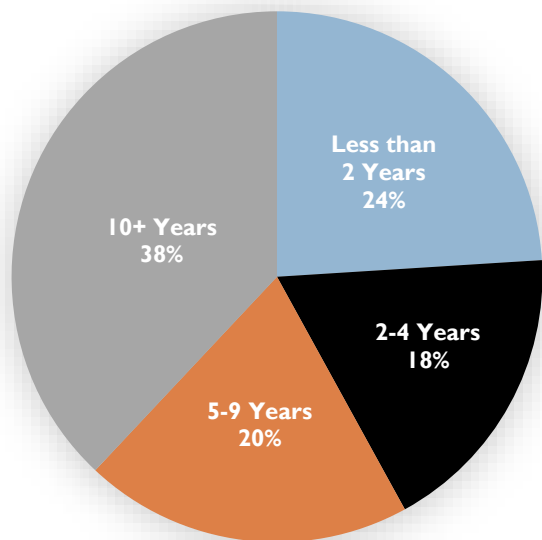
Ethnicity



Age



TDCJ Tenure



## Workforce Plan FY 2017-2021

**CURRENT WORKFORCE PROFILE (Continued)**

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**Retirement Eligibility**

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The following are the retirement eligibility projections for TDCJ published by the Employees Retirement System of Texas (ERS).

<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>
1,196	1,142	1,275

In addition to the FY 2016 amount above, 2,292 current TDCJ employees became retirement eligible during previous fiscal years.

**Projected Employee Turnover Rate**

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**Turnover Due to Retirement**

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The agency's projected turnover due to retirements is significantly lower than the number of employees who will become eligible for retirement.

- The majority of TDCJ employees do not actually retire until they are eligible to retire with full health insurance benefits and without a reduced annuity.
- The number of agency employees who retired in FY 2013 was 1,411 (monthly average 118) and in FY 2014 was 1,502 (monthly average 125).
- The number of agency employees who retired in FY 2015 was 1,317 (monthly average 110). In FY 2016 as of February 29, 2016, the number of agency employees who retired was 474 (monthly average 79).

**Total Projected Turnover**

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The agency's annualized turnover rate for FY 2015 was 21.9%, and it is projected that the agency's turnover rate for FY 2016 will be lower than the FY 2015 turnover rate.

## Workforce Plan FY 2017-2021

### FUTURE WORKFORCE PROFILE

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#### Critical Functions

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As previously stated, TDCJ uses 273 different job classifications within the State Classification Plan. Although there are several varied functions performed by these job classifications that are critical to achieving the agency's mission, the following functions are the most crucial because: (1) these functions help the agency ensure public safety; (2) these functions are vital to the success of the majority of other mission-critical functions; and (3) the agency's overall success in achieving its mission is dependent upon its employees.

- Management of incarcerated and paroled offenders
- Efficient operation of correctional facilities
- Effective supervision of employees

#### Expected Workforce Changes

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- Restructuring and reorganization based on continued evaluations and review of workforce
- Increased use of new technology and electronic systems
- Reassignment of job duties due to automation
- Increased cultural diversity based on projections relating to the state's population and agency leadership prioritization for a diversified workforce
- Increased dependency on use of volunteers for certain rehabilitative services

#### Anticipated Increase/Decrease in Required Number of Employees

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At this time, TDCJ does not anticipate a significant change in the required number of employees. Some factors that would impact the required number of agency employees include the projected number of incarcerated and paroled offenders and any privatization of major agency operations.

#### Future Workforce Skills Needed

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In addition to the critical skills listed elsewhere in this plan, a greater emphasis may be placed on the following skills:

- Strategic planning to justify operations and budget allocations
- Basic and advanced computer skills due to an increasing number of manual processes being automated
- Other technical competencies as the agency continues to seek new technology to increase personal safety of staff and offenders
- Skill to supervise an increasingly diverse workforce
- Multi-lingual skills based on increasing diversity of offender population
- Enhanced management and leadership skills based on criticality of agency mission

## Workforce Plan FY 2017-2021

## FUTURE WORKFORCE PROFILE (Continued)

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### Recruitment Efforts to Increase the Diversity of Agency Workforce

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TDCJ maintains a high priority and commitment in promoting interest for filling agency positions with diverse, qualified applicants. The FY 2015 statistical reports compiled pursuant to the Texas Workforce Commission Civil Rights Division (TWC-CRD) and the Equal Employment Opportunity Commission (EEOC) guidelines indicate the primary areas of underutilization involve Hispanic employees. The civilian workforce job categories with the highest percentage of underutilization in the Hispanic population are skilled craft, service and maintenance, and technical.

TDCJ is emphasizing strategies to address the underutilization of all ethnicities, specifically the Hispanic population. The Human Resources Division continues to develop various recruiting methods and initiatives to encourage and promote interest in employment within the Hispanic community, such as, but not limited to:

- Attending job fairs at colleges and trade schools in areas with a high Hispanic population;
- Advertising job postings on Hispanic professional and technical career websites;
- Mailing correspondence and recruitment material to various high schools, colleges, military installations, and Hispanic organizations;
- Contacting Hispanic Chambers of Commerce in various counties, Workforce Development Boards, and local League of United Latin American Citizens (LULAC) representatives throughout Texas;
- Advertising in community publications that target the Hispanic community;
- Promoting college internship opportunities within TDCJ; and
- Researching the feasibility of advertising on local Hispanic radio and television stations.

Workforce Plan FY 2017-2021

GAP ANALYSIS

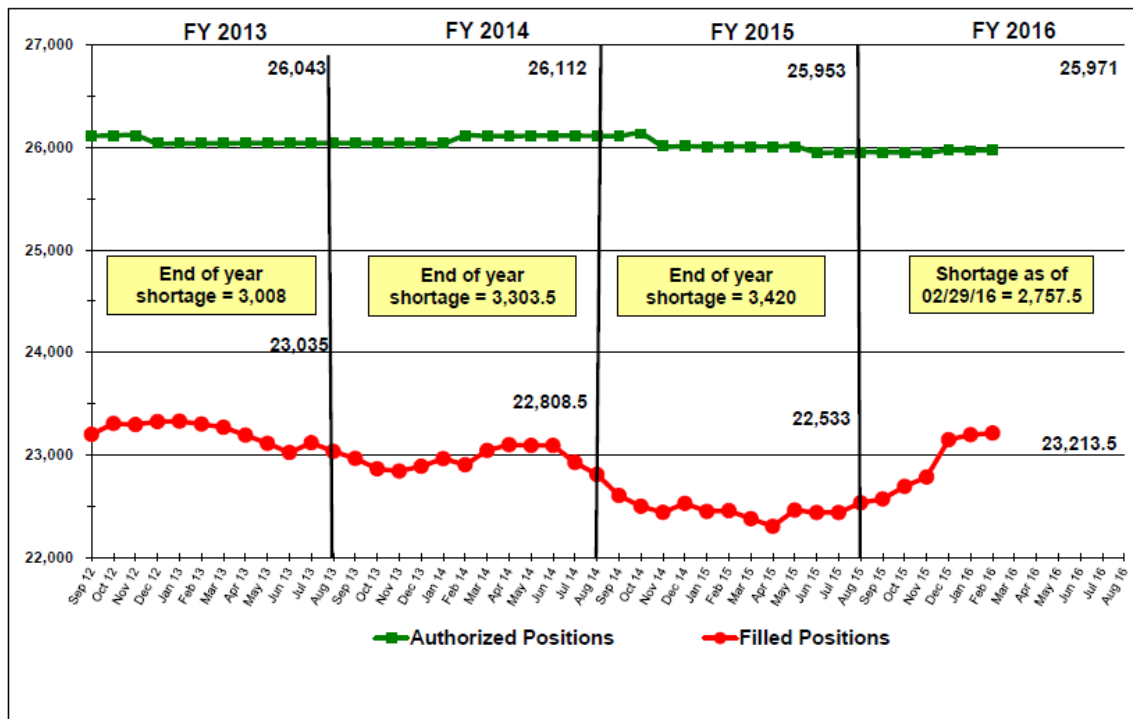
The agency’s Gap Analysis will focus on those positions that perform the basic job duties required for the supervision of incarcerated and paroled offenders and the effective management of correctional facilities, which were previously identified as two crucial functions. These positions include COs, supervisors of COs, laundry managers, food service managers, unit administrators, parole officers, and parole supervisors. As of February 29, 2016, these positions comprised 79.4% of the agency’s workforce.

Anticipated Surplus or Shortage in Staffing Levels

Correctional Officers

Historically, the CO shortage is the agency’s greatest workforce challenge and in FY 2014 and FY 2015, the CO shortage increased. In an effort to improve employee morale and retention, the agency implemented CO retention strategies that reflect the agency’s commitment to meet this challenge.

In addition to implementation of several retention strategies, the agency’s continued aggressive recruitment efforts resulted in the hiring of 6,877 COs in FY 2015. The number of COs hired in FY 2016 as of February 29, 2016, was 3,617.

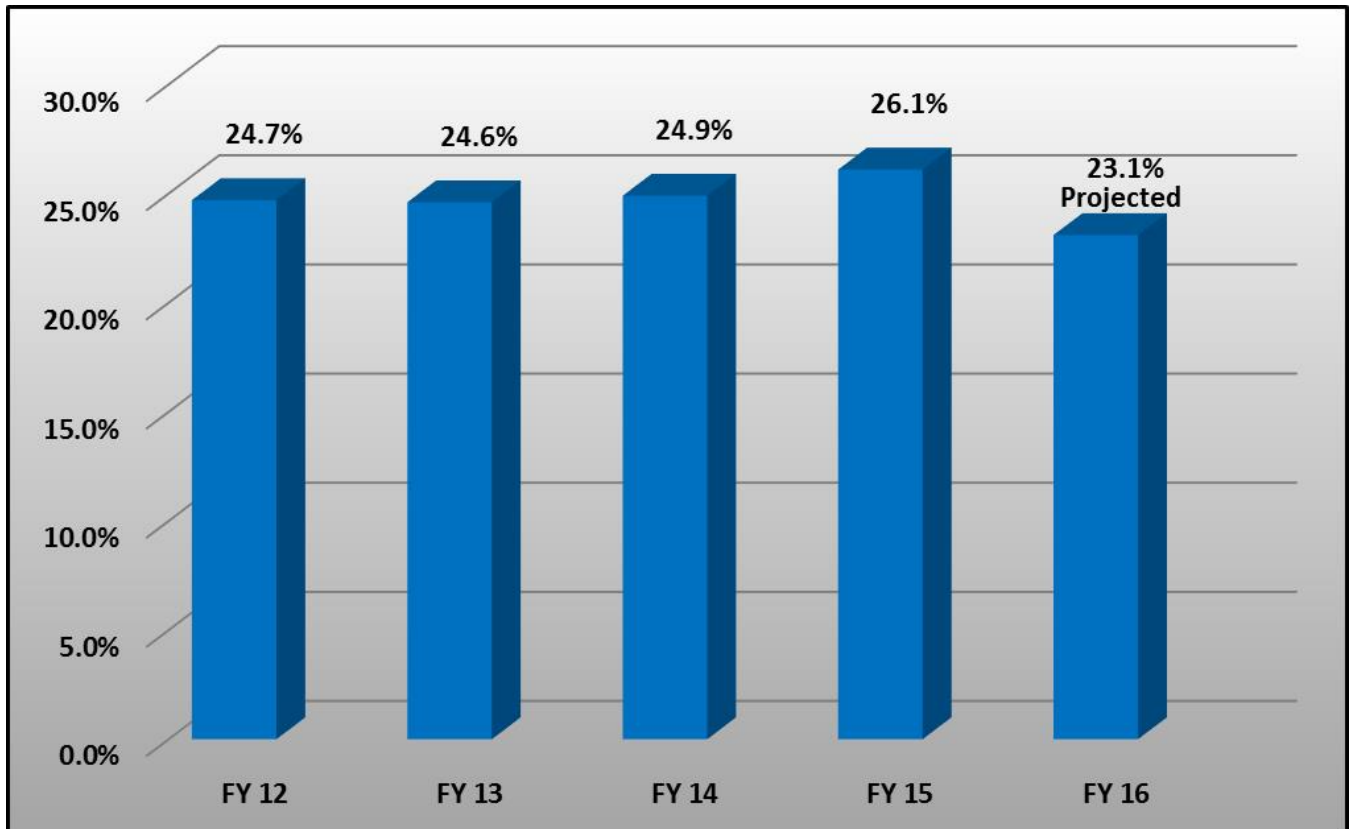


Achieving a 23% CO turnover rate was identified in the General Appropriations Act for the fiscal year 2016-17 biennium as one of the outcome measures for the agency’s Goal C, Incarceration. Based on the current and projected CO turnover rates as of February 29, 2016, the agency anticipates the FY 2016 CO turnover rate will be approximately 23.1%.

Workforce Plan FY 2017-2021

GAP ANALYSIS (Continued)

**CORRECTIONAL OFFICER TURNOVER  
FY 2012 – 2016**





## Workforce Plan FY 2017-2021

## GAP ANALYSIS (Continued)

**Correctional Officer Supervisors and Unit Administrators**

This group of positions includes Sergeant through Warden II. Almost all supervisors of COs and unit administrators promote from within the agency. The applicant pool has historically been more than sufficient. This is partly due to each higher level of supervision or unit administration job class having significantly fewer positions than the job classes from which the applicants usually promote, for example, from Sergeant to Lieutenant or from Captain to Major. In addition, the turnover rate for these positions generally decreases in proportion to the level of the position's salary group. The agency does not anticipate any changes in these factors.

**Food Service Managers and Laundry Managers**

The FY 2015 SAO turnover rates for the Food Service Managers III and IV and the Laundry Managers II through IV positions were lower than the FY 2015 overall agency turnover rate of 21.9%. Food Service Manager IV and Laundry Manager IV are supervisory positions.

FY 2015 Turnover Rates	
Job Class	Rate
Food Service Manager II	19.4%
Food Service Manager III	24.0%
Food Service Manager IV	11.4%
Laundry Manager II	13.2%
Laundry Manager III	12.9%
Laundry Manager IV	8.3%

**Parole Officers and Parole Supervisors**

References to parole officers will only include those positions within the parole officer career ladder, which include Parole Officer I and Parole Officer II. Parole Officers III through V are supervisory positions.

The FY 2015 turnover rate for the parole officer series was 18.3%, which is lower than the FY 2015 overall agency turnover rate of 21.9%. Within the parole officer series, there was a sharp decrease in the turnover rate once employees reached the highest level of the series, Parole Officer II, with at least 36 months of service. The turnover rate continues to decrease within parole supervisory positions. The combined FY 2015 turnover rate for Parole Officers III through V positions was 7.5%, which is considerably lower than the combined turnover rate of 18.3% for Parole Officers I through II.

Parole Officer Positions	FY 2015 Turnover Rate
Parole Officer I	25.7%
Parole Officer II	14.5%
Combined, Parole Officer I & II	18.3%

## Workforce Plan FY 2017-2021

## GAP ANALYSIS (Continued)

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### Anticipated Surplus or Shortage of Skills

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#### Correctional Officers

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The TDCJ Correctional Training and Staff Development Department (CTSD) receives input from unit/regional/departmental administrators relating to training needs through a complete and comprehensive annual curriculum needs assessment. The needs assessment is conducted each year in preparation for the upcoming fiscal year. In addition, CTSD receives input from class participants throughout the year and incorporates this input into the needs assessment. All needs assessments are analyzed and data is compiled to ensure the needs of security staff are addressed.

CTSD revises the Pre-Service Training Academy (PSTA) curriculum to enhance areas defined through the needs assessment as requiring greater emphasis and in response to emerging security concerns. Pre-service training is comprised of three phases totaling 384 hours. Phase I of the pre-service training is comprised of 16 hours of orientation and administrative in-processing and 224 hours of curriculum which includes:

- The agency's hiring standards for uniformed staff requires successful completion of a physical agility test (PAT) that was implemented March 1, 2010. Applicants scheduled to attend the PSTA are required to pass the PAT as a condition of employment prior to beginning the academy.
- The PSTA has been restructured into three blocks, utilizing a "crawl-walk-run" learning approach which is tailored to meet the cognitive, affect, and psychomotor needs of adult learners.
- The PSTA tests the trainee's knowledge and skills as it pertains to practical tasks. Trainees are required to demonstrate competency in offender management scenarios, offender management continuum scenarios, to include defensive tactics techniques, restraint and escort procedures, and the use of chemical agents.
- The Safe Prisons/PREA lesson has been revised to incorporate the federal *Prison Rape Elimination Act* (PREA) standards and includes the *Safe Prisons/PREA in Texas* video.
- In addition to the Safe Prisons/PREA lesson, the Contraband and Shakedown lesson was revised to include new TDCJ pat search procedures and the revised video titled *Contraband Control: Pat Search Procedures* that resulted from incorporating the federal PREA standards.
- The *Executive Director's Statement on Illegal Discrimination, Equal Employment Opportunity Training, and Advisory Council on Ethics* training video addresses employees' rights in the workplace.
- The PSTA introduces trainees to TDCJ's Core Values: Integrity, Courage, Commitment, and Perseverance.
- The PSTA includes 31.75 hours of Mental Health Crisis Intervention training to ensure trainees are well prepared to manage mentally ill and suicidal offenders, and to manage dangerous situations and/or aggressive offenders utilizing non-violent crisis intervention techniques.

Phase II of the pre-service training is the On-the-Job Training (OJT) Program that consists of 104 hours of instruction designed to provide new officers with unit-specific training and build practical skills and experience. New officers must successfully demonstrate 17 practical application competency tasks: (1) perform cell/housing security inspections, (2) properly apply and remove restraint devices, (3)

## Workforce Plan FY 2017-2021

## GAP ANALYSIS (Continued)

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perform offender pat search, (4) perform offender strip search, (5) perform administration segregation escort/solitary escort, (6) perform weapons inspections, issue and receipt, (7) identify chemical agents used on the unit, (8) open and close doors in offender housing area, (9) perform ingress/egress in offender housing area, (10) demonstrate distribution of offender mail, (11) demonstrate management of offender property, (12) perform cell block/dormitory count, (13) perform AD-10.20 inspection using AD-84 log, (14) properly complete an I-210 disciplinary form, (15) demonstrate management of offender dining hall, (16) demonstrate management of offender showers, and (17) explain unit emergency response procedures.

- **One-on-One Shadowing Observation:** During Phase II of the OJT Program, the newly assigned officer is involved in 48 hours of One-on-One Shadowing Observation. The new officer is paired with a veteran officer as a mentor to serve as a bridge between the classroom environment of the training academy and the reality of the institutional setting. The new officer works the mentor's job assignment, while the mentor provides guidance to the new officer during the performance of job duties. The mentor acts as a coach, advisor, tutor, and counselor, and provides constructive feedback. This allows the new officer to gain first-hand knowledge from the experience of the seasoned officer, promoting both staff safety and retention.
- **Shift Mentor Program:** Upon completion of Phase II of the OJT Program, each new officer will participate in Phase III (40 hours) where they will be assigned to a shift and an assigned mentor on that shift. The Shift Mentor Program is designed so that the new officer works in direct contact with the shift mentor the first two days of shift assignment as an orientation. The shift mentor maintains open communication with the newly assigned officer and provides guidance and assistance as needed. The relationship between the new officer and shift mentor extends for a minimum of six months.

### In-Service & Specialized Training

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- The physical agility test (PAT), introduced into the TDCJ Annual 40-hour In-Service Training in March 2010, is a requirement for uniformed staff to successfully complete In-Service training. A minimum score of 75 is required to pass the PAT and uniformed staff members are provided three separate attempts to successfully pass the PAT within a 30-day period. Failure to achieve a minimum score of 75 on the PAT will result in administrative separation.
- Updated lesson plans are utilized in the In-Service curriculum each year to address the training needs of correctional staff as determined through the annual comprehensive needs assessment.
  - *Core Values* is tailored to both supervisors and non-supervisors and serves to impress these values and their importance in the workplace to all staff.
  - *Security Issues* serves to remind students of their basic responsibilities as correctional professionals and includes a practical application demonstration for applying and removing hand restraints and conducting an offender pat search.
  - *Use of Force* training has been tailored to address preventing employee injuries due to acts of offender aggression. This training effectively captures the spirit of the Use of Force Plan and its application on the unit.
  - *Incident Command Systems (ICS) and Emergency Procedures* has been enhanced to provide students with information regarding fire, smoke, explosions; ICS; hostage situations; and escapes.

## Workforce Plan FY 2017-2021

## GAP ANALYSIS (Continued)

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- *Safe Prisons/PREA* has been revised to reflect TDCJ's commitment to adhering to the federal PREA standards and includes the *Safe Prisons/PREA in Texas* video.
- Eight hours of In-Service training is dedicated to *Mental Health Crisis Intervention Training*. This training is designed to ensure trainees are well prepared to manage mentally ill and suicidal offenders, and to manage dangerous situations and/or aggressive offenders utilizing non-violent crisis intervention techniques.
- One hour of In-Service training is reserved as the *Regional Director's Discretionary Block*. Topics of instruction are selected by the regional director to address specific issues relevant to the units in the region.

### Defensive Tactics Training

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- *Fundamentals* instructs employees on the techniques to evade strikes on the face, head, and upper torso. Participants are taught how to incorporate movements, blocks, and strikes into self-defense practice to enhance personal safety.
- *Edged Weapons* provides correctional staff with the knowledge and skills in basic knife defense techniques. Participants are taught how to move properly during a knife attack, how to block and defend, and how to counter and strike.
- *Ground Defense Tactics* focuses on personal defense techniques when an individual is taken to the ground. Participants are taught how to fall properly, escape techniques, methods of control, joint manipulation, and counter moves.
- The *Close Quarter Combat* course prepares COs with survival techniques in the event of an impending offender escape. Training is conducted using agency issued firearms and practical scenarios.

### Armory Custodian Training

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The *Armory Custodian Training* is designed to provide unit armory custodians with a working knowledge for armory operations to include: armory custodian responsibilities, firearms and use of force equipment inventory, transfer, repair, replacement, and cleaning procedures, AIMS and LONESTAR inventory systems, emergency call up equipment issue procedures, and unit armory required documentation.

### Hostage Negotiation Training

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Participants in the *Hostage Negotiation Training* are equipped for hostage negotiation in a correctional environment through intense scenarios and practical evaluations. The course focuses on active listening skills and the role of each hostage negotiation team member.

Training is added or revised as a result of the information obtained from COs, leadership, and supervisors, through annual needs assessments. This ensures all staff receive the necessary knowledge and skills to efficiently, effectively, and safely perform their job functions. Needs assessments will continue to be a part of the CTSD standard operating procedures.

## Workforce Plan FY 2017-2021

## GAP ANALYSIS (Continued)

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### **Correctional Officer Supervisors and Unit Administrators**

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The agency recognizes that supervisory and management training is a fundamental tool for the improvement of management-employee relations and supervisor effectiveness. Management-employee relations have consistently been identified in the State Auditor's Office Exit Survey as one of the top three areas that separating TDCJ employees (correctional and non-correctional) would like to change in the agency. Supervisor effectiveness was identified in the Survey of Employee Engagement as an area in which the agency has opportunity for improvement.

The agency has significantly enhanced the area of supervisory and management training in recent years, and the following training programs are now available. The majority of these programs are developed and provided directly by TDCJ; however, the agency also participates in programs offered by the Correctional Management Institute of Texas (CMIT) and the National Institute of Corrections (NIC).

- **Sergeant, Food Service, and Laundry Manager Academy:** Newly selected uniformed supervisors are required to complete the 87-hour course before assuming supervisory responsibilities. The course addresses the critical needs of the newly selected sergeants, food service managers, and laundry managers and provides them with the skills, knowledge and abilities to effectively lead correctional officers. Position-specific topics include count procedures, use of force management, emergency action center, and conducting thorough investigations.

The Sergeant, Food Service, and Laundry Manager Academy includes the 20-hour TDCJ Principles of Supervision (POS) training program that addresses the application of general management skills and interpersonal communication skills relevant to the correctional environment. In March 2001, uniformed supervisors were required to attend this training within 180 days of hire or promotion. In July 2001, the participation requirement was changed to require uniformed supervisors to attend the training before being assigned a shift to supervise. The POS training is also a prerequisite for certain other supervisory training programs.

In addition to the POS training, the Sergeant, Food Service, and Laundry Manager Academy includes the 20-hour TDCJ Human Resources Topics for Supervisors (HRTS) course on skills related to human resources policy implementation and employment law that all supervisors need to understand. All supervisors in TDCJ are required to complete the HRTS training within 180 days of promotion or hire.

- **TDCJ Annual In-Service Training:** All uniformed and designated non-uniformed TDCJ personnel are required to attend a 40-hour annual in-service training program. Several topic areas are covered including: ethics, core values, security issues, safe prisons program/PREA, ICS and emergency procedures, use of force, crisis intervention, and mental health and suicide prevention.
- **TDCJ Leadership Forum (formerly known as Correctional Leadership Seminar):** This 16-hour course is designed to meet the training needs of first-line supervisors and prepare them for mid-level supervisory positions. This course emphasizes management and leadership styles, communication, delegation, handling conflict and change, and organizational culture.
- **Lieutenant Command School:** The mission for this 40-hour program is to provide leadership and core crisis management skills. The Lieutenant Command School is a hands-on training that uses scenarios, simulated emergencies, and role plays. Lieutenants must possess the necessary

## Workforce Plan FY 2017-2021

## GAP ANALYSIS (Continued)

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knowledge and skills that can be immediately implemented during crisis situations; therefore, heavy emphasis is placed on practical application training.

- **Correctional Administrators Preparedness Training (CAPT):** The 32-hour course is the third tier of correctional supervisory training, designed to provide the most challenging training for Captains of Correctional Officers, Food Service Manager IVs and Laundry Manager IVs. Each class addresses the comprehensive training needs as provided by unit administrators and correctional staff. This course is designed to be continually challenging within an active learning atmosphere and evolve the processes into actual application.
- **Correctional Management Institute of Texas (CMIT) Mid-Management Leadership Program:** Captains of correctional officers, chiefs of classification, laundry managers, food service managers, and Classification and Records administrators are nominated to participate in this program. The curriculum for this 32-hour program addresses such topics as: developing a management style, conflict management, conflict resolution, problem solving, delegation, developing and empowering subordinates, effective communication skills, and legal issues for mid-managers.
- **Advanced Management Training for Majors:** Agency directors and department heads provide the instruction for this annual 40-hour training for majors. Training focuses on general management, labor laws, employee-management relation, the criminal justice system, and relationships with other service agencies.
- **Assistant Wardens Annual Training:** This 40-hour program is the annual training required for assistant wardens. Agency directors and department heads lead training sessions on a variety of topics related to general management, labor laws, employee-management relations, the criminal justice system, and relationships with other service agencies.
- **CMIT Warden's Peer Interaction:** This four-day program, which brings together wardens from throughout the United States, consists of presentations by participants on relevant issues in institutional corrections and is offered two to four times each year.
- **TDCJ Managing Diversity Training Series:** This management training program demonstrates the agency's commitment to diversity within the workplace. The training provides an opportunity for managers to explore beliefs about diversity, current biases and differing work views and/or perspectives. Participating managers discuss how employees' attitudes and beliefs, as well as their own, drive a manager's understanding or lack of understanding of their employees' actions; therefore, gaining an improved ability to facilitate communications effectively.
- **NIC Training:** The NIC is an agency under the U.S. Department of Justice that provides assistance to federal, state and local corrections agencies working with adult offenders. The NIC Academy Division coordinates training programs on various topics such as correctional leadership, prison management and offender management. The training seminars are led by nationally-known experts in corrections management and other fields (e.g., the medical field, mental health field). Participants learn how to apply the latest techniques to accomplish objectives and also have the opportunity to develop beneficial networks with other professionals.
- **Field Force Training:** This program provides basic skills required for correctional officers designated to manage offenders assigned to work field duties. This 24-hour training program includes topics such as policy review, basic horsemanship, field force security, and other topics needed to effectively manage field force offenders.

## Workforce Plan FY 2017-2021

## GAP ANALYSIS (Continued)

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- **Administrative Segregation Training:** This 16-hour course, conducted as part of on-the-job training, is required for all employees who are newly assigned to work in an Administrative Segregation housing area. This includes all newly assigned employees (OJT's), direct hire employees, employees who are assigned to general population but are utilized to help conduct meals/movement/etc., in the Administrative Segregation housing area, and veteran employees who have been assigned to Administrative Segregation prior to creation of the 16-hour program at one facility and transfer to Administrative Segregation at a different facility. This course includes in-depth information from the Administrative Segregation Plan.
- **Gender Specificity Training:** This 16-hour course, conducted as part of on-the-job training, is required for employees newly assigned to facilities that house female offenders. Topics taught within this program deal with gender-specific issues.
- **Mental Health Training:** This 32-hour course, that was previously categorized as pre-requisite training during on-the-job training for employees assigned to designated mental health facilities (Clements, Hodge, Hughes, Jester IV, Michael, Montford, Mountain View, and Skyview) has now been incorporated into the Pre-Service Training Academy curriculum. In order to ensure all employees assigned to one of the above-mentioned facilities receive appropriate mental health training, this pre-requisite training will be required for all employees who have not previously completed the 32-hour program (and had completion documented in the training database) or graduated from the Pre-Service Training Academy prior to FY 2016. Topics taught within this program deal with effective offender management, types of mental illness, working with aggressive mentally ill offenders, and non-violent crisis intervention strategies.
- **Treatment Community Training:** This 8.5-hour course, conducted as part of on-the-job training, is required for employees newly assigned to treatment community facilities. This training program is designed to familiarize employees with the treatment process, their role as part of the treatment team, and includes observation of treatment processes.
- **Leadership Forum for Wardens:** This forum is an opportunity for senior wardens to interact with TDCJ executive leadership over the course of three days to discuss operational oversight and effective correctional management in order to optimize the present workforce. Discussions and networking provide insights into valuable leadership skills and practices that can be translated into efficient and successful correctional management at the unit level.

### **Food Service Managers and Laundry Managers**

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These positions require exceptional supervisory skills that are beyond those required in the public forum for supervising paid employees, due to the unique requirements relating to supervision of offenders. In addition, these positions require computer skills for the use of automated processes. The following training strategies ensure development of the required supervisory and computer skills and prevention of a skills gap.

- Requirement for all Food Service Managers II, III, and IV and Laundry Managers II, III, and IV to attend the agency's Principles of Supervision (POS) training, which addresses the application of general management skills, to include interpersonal communication skills relevant to the correctional environment and emphasizes professional conduct, basic respect for other people, and motivation techniques. This training is included in the Sergeant, Food Service, and Laundry Manager Academy for all newly selected Food Service Managers II-III and Laundry Managers II-III.

## Workforce Plan FY 2017-2021

**GAP ANALYSIS (Continued)**

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- Implementation of a mentoring program that is part of the on-the-job training for newly hired or newly promoted food service managers or laundry managers, through which an experienced, uniformed employee acts as a coach, advisor, tutor, and/or counselor to provide the newly hired or promoted employee with constructive feedback on his or her supervisory job performance.
- Implementation of a Laundry Manager IV class and a Food Service Manager IV class. This training addresses laundry and food service procedures and policies and gives training in areas that are commonly found to be deficient. This is technical training specific to the participant's job duties.
- Requirement for all Food Service Managers II, III, and IV and Laundry Managers II, III, and IV to attend the agency's Human Resources Topics for Supervisors (HRTS) training. This training is included in the Sergeant, Food Service, and Laundry Manager Academy for all newly promoted Food Service Managers II-III and Laundry Managers II-III.
- The development of curriculum relating to automated systems (Advanced Purchasing and Inventory Control System, Email, Infopac Report System, and Inventory Management System), implementation of a training program that provides all newly hired or promoted senior managers hands-on training for these programs and publication of "mini-manuals" for each of these programs. Mini-manuals are used on the unit by the department manager (Food Service Manager IV or Laundry Manager IV) as a training aid for staff.
- Requirement for all newly promoted Food Service Managers II-III and Laundry Managers II-III to attend the Sergeant, Food Service, and Laundry Manager Academy prior to being placed on a shift. This training gives basic supervisory skills required of a newly promoted Sergeant, Food Service Manager II-III and Laundry Manager II-III, including the required HRTS and POS.
- Requirement for veteran or current Food Service Managers II-III and Laundry Managers II-III to attend the Sergeant, Food Service, and Laundry Manager Retreat, which is a one-week training of basic supervisory skills needed in a corrections environment.

**Parole Officers**

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The Parole Division is committed to ensuring the agency's parole officers receive the training required to carry out their job functions and receive on-going training to reinforce essential skills.

The agency's previous Workforce Plan identified proficient use of the agency's internet-based Offender Information Management System (OIMS) as a skill-related gap for parole officers. The OIMS provides user access to real time information on offenders, an automated offender records system, and electronic transmission of file information. Proficient use of the OIMS is vital because the system allows parole officers' reports to be immediately accessible to other users of OIMS, including members of the Texas Board of Pardons and Paroles.

The Parole Division has incorporated OIMS user training and all components of the OIMS into the Parole Officer Training Academy (POTA). POTA currently spends a total of 98 hours training the OIMS systems to include 44 hours on the Parole Violation and Revocation (PVAR) system. Additionally, all employees have access to OIMS support staff and the OIMS user manuals.

Additional training strategies implemented by the Parole Division in recent years include training relating to specialized caseloads, such as sex offender and special needs offender programs, so that parole officers will be trained prior to or immediately after being assigned to such cases. Currently,



## Workforce Plan FY 2017-2021

## GAP ANALYSIS (Continued)

the Parole Division conducts five specialized trainings and all parole officers assigned to supervise a specialized caseload are scheduled to attend the applicable specified training prior to assuming the caseload.

Specialized Training	Description
Super Intensive Supervision Program/ Electronic Monitoring (SISP/EM)	The SISP/EM training is 40 hours and provides an overview of current policy and operating procedures. The SISP/EM training provides parole officers with information on the latest technology in radio frequency monitoring to include active and passive Global Positioning System (GPS).
Sex Offender (SO) Program	The SO training is 36 hours and provides an overview of current policy and operating procedures. In addition, the SO training provides parole officers with information on sex offender registration laws, treatment requirements, child safety zones, the science and use of polygraph testing, sex offender treatments, offense cycles, relapse prevention, and evaluation reports. The curriculum contains strategies for supervising offenders on the SO caseload and includes a mock home visit exercise.
Special Needs Offender Program (SNOP)	The SNOP training is 32 hours and provides an overview of current policy and operating procedures. In addition, the SNOP training provides parole officers with information on mental health treatment requirements, community referrals, and techniques for collaborating with mental health professionals. The curriculum contains strategies for supervising offenders on the SNOP caseload and includes a presentation by the Texas Correctional Office on Offenders with Medical or Mental Impairments (TCOOMMI) regarding signs and symptoms of mental illness, which includes priority diagnoses, psychotropic medications, and TCOOMMI continuity of care procedures.
Therapeutic Community (TC) Program	The TC training is 32 hours and provides an overview of the TC history, current policies, and operating procedures. In addition, the TC training provides parole officers with information on substance abuse, drug testing and monitoring procedures, treatment team meetings, TC phases and transitions, and the Substance Abuse Counseling Program. The curriculum contains strategies for supervising offenders on the TC caseload and includes an overview of the Authorization Management System (AMS) used for contract vendor referrals and payment.
District Reentry Center (DRC)	The DRC training is 24 hours and provides an overview of current policies and operating procedures. In addition, the DRC training provides parole officers with information on Community Opportunity Programs in Education (Project COPE), Community Service programs, and Victim Impact Panels. The curriculum contains strategies for supervising offenders on the DRC caseload and includes information on core programming such as Turning Point, Anger Management, and Pre-Employment. The TDCJ-CID Security Threat Group (STG) Department provides a presentation on STG's, street gangs, and cliques who are a criminal threat to TDCJ personnel, offenders in prison, and the public.

The Parole Division continues to explore the feasibility of utilizing online learning technology to enhance the POTA, Specialized Training, and Parole Officer in-service training. POTA uses the interactive Ethics training located on the TDCJ website and internet based polling software to develop cognitive applications. The use of such technology is cost effective and decreases the amount of time that officers and/or trainers are required to travel from their designated headquarters.

Other training initiatives implemented by the Parole Division have also proven successful in enhancing division effectiveness.

## Workforce Plan FY 2017-2021

## GAP ANALYSIS (Continued)

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- The Parole Division conducts monthly director's videoconferences to enhance skills and knowledge relating to policies and procedures.
- In October 2007, the POTA incorporated the use of the 5-panel drug test screen into the training curriculum.
- Motivational Interviewing was introduced to the Parole Division in FY 2010 as a 4-hour course. After evaluating the successfulness of the course, Motivational Interviewing transitioned into a 20-hour In-Service course in FY 2011 and was incorporated into the POTA in May 2012. Motivational Interviewing continues to be an annual in-service topic.
- Incorporated the use of enhanced technology for surveying staff and for use in real time training environments.
- Lesson plans have been enhanced with video clips and electronic data to improve course delivery and comprehension by attendees.
- During FY 2012, an 80-hour policy review and preparatory training was implemented as criteria to enhance knowledge, experience, and job exposure for parole officers prior to attending the POTA.
- During FY 2012, the Parole Division has added advanced courses and workshops for the District Reentry Center (DRC), Special Need Offender Program (SNOP), Therapeutic Community (TC), and Electronic Monitoring (EM)/Super-Intensive Supervision Program (SISP).
- The Parole Division continues to place emphasis on developing leadership, supervisor, and management skills by providing such courses to newly promoted unit supervisors and parole supervisors.
- In 2008, the Parole Division developed an Advanced GPS and Sex Offender Workshop designed to measure proficiency and enhance the skills of individuals that have previously attended the SISP/EM and Sex Offender trainings. A SISP/EM Supervisors Workshop was also developed and is designed to provide supervisors with the skills needed to effectively manage their staff.
- In December 2012, the POTA developed and implemented a 16-hour block of experiential training in which attendees conduct office and field contacts during academy training.
- The Texas Risk Assessment System (TRAS) was implemented in the POTA in FY 2015 as a 28-hour block of instruction.
- In March 2016, the POTA created and developed a group of field supervisory parole officers to assist with instructing at the academy.
- Upon graduating the POTA, parole officers are provided laptops and cellular devices to maximize work productivity and enhance officer safety when conducting field visits.
- Utilization of video conference equipment, as well as online video conferencing applications, to deliver training and conduct meetings statewide.

The organization of the Parole Division allows trainers and internal reviewers to coordinate efforts and identify policy deficiencies through internal parole office review audits. The internal parole office review process identifies areas requiring additional training and whether current training methods are effective. This allows appropriate training modules to be developed or revised to improve skills prior to the formation of a significant deficiency gap.

## Workforce Plan FY 2017-2021

## GAP ANALYSIS (Continued)

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The Parole Division provides training and certifies all parole officer series staff on the implementation of TRAS and the use of the assessment tool. In addition, policies were modified in conjunction with the implementation process and weekly teleconferences conducted to assist staff on the process. In FY 2017, in addition to the audit process which identifies deficiencies with utilization of the TRAS tool, the division will focus on implementation of staff recertification on the TRAS.

## Workforce Plan FY 2017-2021

## STRATEGY DEVELOPMENT (Continued)

## Succession Planning

TDCJ places a significant emphasis on succession planning within all of its divisions and departments and believes that agency leaders have a core responsibility to develop and identify individuals within each area who can assume management and leadership positions. This has been reinforced through management and leadership training which include modules on succession planning and through dialogue between the executive director and all division directors, who are required annually to identify succession plans within each division when division briefings are made to the executive director. As an example of the agency's focus on strong succession planning, programs provided by the Correctional Institutions Division (which represents over 80% of the TDCJ workforce) include:

## Training Programs

The following training is provided to COs, CO supervisors, unit administrators, and CID management to assist in preparing them for increased responsibilities, leadership roles, and correctional institution management.

TRAINING PROGRAM	POSITIONS ELIGIBLE TO PARTICIPATE							
	Correctional Officers	Sergeants, FSMs, LMs	Lieutenants	Captains	Majors	Assistant Wardens	Wardens I & II	Regional Directors & Higher Levels of Authority
TDCJ 8-hour Defensive Tactics Fundamentals	X	X	X	X	X	X	X	X
TDCJ 16-hour Defensive Tactics Edged Weapons Training	X	X	X	X	X	X	X	X
TDCJ 16-hour Ground Defense Tactics Training	X	X	X	X	X	X	X	X
TDCJ 40-hour Training for Staff Trainers	X	X	X	X	X	X	X	X
TDCJ 16-hour Close Quarters Combat Training	X	X	X	X	X	X	X	X
TDCJ Annual 40-hour In-Service Training	X	X	X	X				
TDCJ 40-hour Hostage Negotiation Training	X	X	X	X				
TDCJ 87-Hour Sergeant, Food Service, and Laundry Managers Academy (includes 20-Hour Principles of Supervision and 20-Hour HR Topics for Supervisors)		X						
TDCJ 16-Hour Leadership Forum		X	X	X				
TDCJ 40-Hour Lieutenants Command School			X					
CMIT 32-Hour Mid-Management Leadership Program				X				
TDCJ 40-Hour Annual Majors Training					X			
TDCJ 40-Hour Annual Assistant Wardens Training						X		
CMIT 20-Hour Warden's Peer Interaction							X	
TDCJ 3-day Leadership Forum for Wardens:							X	
TDCJ Managing Diversity Training Series							X	X
NIC Sponsored Training							X	X
TDCJ 32-Hour Correctional Administrators Preparedness Training				X				
TDCJ 24-Hour Field Force Training	X							
TDCJ 8.5-hour Treatment Community Training	X	X	X	X				
TDCJ 32-hour Mental Health Training	X	X	X	X	X			
TDCJ 16-hours Administrative Segregation Training	X	X	X	X				
TDCJ 16-Hour Gender Specificity Training	X	X	X	X				

## Workforce Plan FY 2017-2021

**STRATEGY DEVELOPMENT (Continued)**

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**Assignment of Assistant Wardens or Wardens**

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When an assistant warden or warden vacancy occurs, the determination of whether a newly hired or promoted or current assistant warden or warden will be assigned to fill the vacancy includes consideration of the facility type and an assessment of talent to include internal job performance, experience, and tenure.

In general, facilities are defined by size (offender capacity) and security level (e.g., minimum, maximum).

Newly hired or promoted assistant wardens or wardens will typically start out at a facility with a smaller capacity and a minimum security level and progressively be reassigned to facilities with a larger capacity and higher security level based on their increased experience and tenure while demonstrating good job performance.

**Encouragement for Continuation of Formal Education**

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As a demonstration of the agency's support for the enhancement of our employees' education, the agency implemented an employee award program, Administrative Leave for Outstanding Performance (ALOP) – Continuing Education, effective May 1, 2004. The program rewards and recognizes eligible employees who are working full-time while pursuing a college education and encourages such employees as they juggle their workload and class load. The amount of ALOP – Continuing Education that may be awarded is eight hours within a 12-month period. Since implementation, 348 awards have been granted.

The requirements for this award include completing 12 hours of college course credit within the previous 12-month period and achieving a minimum 3.0 grade points in each course included in the 12 hours of credit. In addition, the employee's current

## Workforce Plan FY 2017-2021

## STRATEGY DEVELOPMENT (Continued)

## Gap Elimination Strategies

Gap	CO Staffing Levels
Goal	Maintain CO staffing levels and reduce CO turnover.
Rationale	Maintaining CO staffing levels is vital to the successful operation of TDCJ correctional institutions.
Action Steps	<ul style="list-style-type: none"> <li>Continue to implement recruitment strategies that have been successful, such as the Recruitment Bonus, Executive Director's Recruiting Award, selected unit-based CO screening sessions, and higher starting salaries for applicants with a bachelor's degree or two years active military service with an honorable discharge.</li> <li>Maintain aggressive recruitment strategies, to include an expedited hiring process for military veteran applicants by exempting the requirement of a CO pre-employment test.</li> <li>Continue to enhance hiring standards for CO applicants.</li> <li>Enhance effective practices and programs resulting from current retention strategies, to include the Correctional Officer, Sergeant, Food Service and Laundry Manager 90-day interview.</li> <li>Continue to identify and consider new retention strategies in the areas of communication and feedback, work-life balance, management and employee relationships, and employee rewards and recognition.</li> <li>Continue to review human resources policies to ensure they do not limit the ability to recruit or retain COs.</li> <li>Continue to effectively assess CO training needs to ensure that training strategies are implemented and revised as needed.</li> <li>Ensure management practices are consistently applied.</li> <li>Continue to emphasize and expand supervisory training to increase supervisor effectiveness.</li> </ul>

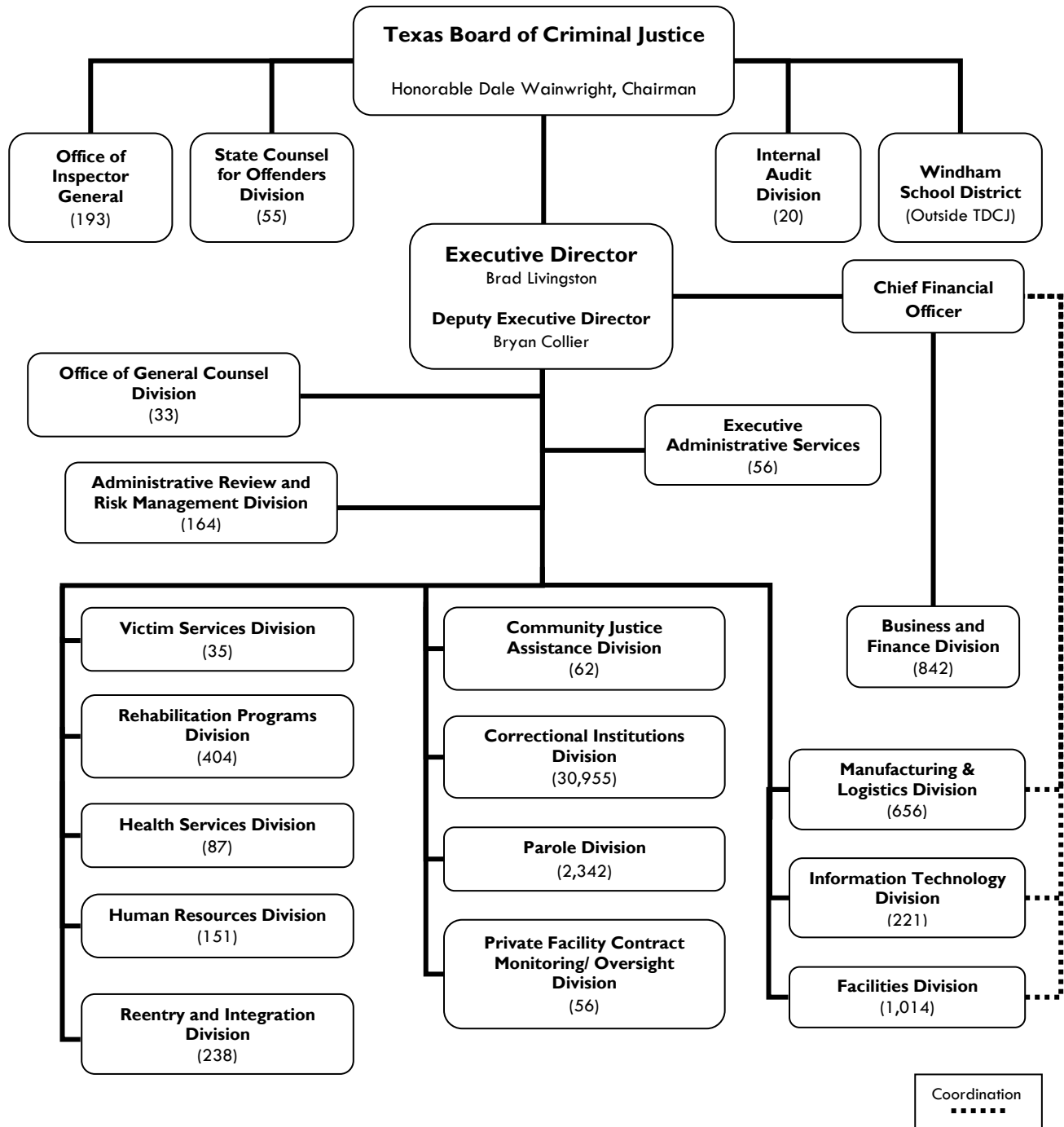
Gap	Parole Officer Staffing Levels
Goal	Reduce turnover rates in the first two levels of the parole officer series (Parole Officer I and II).
Rationale	Reducing the turnover rates in the first two levels of the parole officer series will ensure a more experienced parole officer workforce.
Action Steps	<ul style="list-style-type: none"> <li>Review the pre-service training program in an effort to determine what areas could be improved to better prepare newly hired parole officers for the performance of their job responsibilities.</li> <li>Enhance effective practices and programs resulting from current retention strategies.</li> <li>Continue to identify and consider new retention strategies in the areas of communication and feedback, work-life balance, management and employee relationships, and employee rewards and recognition.</li> <li>Continue to review human resources policies to ensure they do not limit the ability to retain parole officers.</li> <li>Continue effectively assessing parole officers' training needs to ensure that training strategies are implemented and revised as needed.</li> <li>Ensure management practices are consistently applied.</li> <li>Continue to emphasize and expand supervisory training to increase supervisor effectiveness.</li> </ul>

## Workforce Plan FY 2017-2021

## STRATEGY DEVELOPMENT (Continued)

<b>Gap</b>	<b>Skills to Manage/Supervise Employees from Multiple Generations</b>
Goal	Ensure that the agency's supervisors at all levels are provided the information, tools, and guidance to develop and refine the skills required for leading and motivating employees from multiple generations in an effort to improve employee retention by exploring the reasons for separation.
Rationale	In August 2014, the Human Resources Division implemented a new training course titled, <i>Diversity: Finding Value in Our Differences</i> . This course was designed to increase awareness and understanding of differences in our workplace, to include generational differences, leading to positive communication and inclusion, and embracing respect and equality for all agency employees.
Action Steps	Continue to deliver the lesson plan to agency staff and supervisors via live or video conference training.

## TEXAS DEPARTMENT OF CRIMINAL JUSTICE ORGANIZATIONAL STRUCTURE



Note: The number within parenthesis denotes filled positions as of February 29, 2016 and does not include employees on LWOP. Board of Pardons and Paroles employees (581) are not included in this organizational chart.



Workforce Plan FY 2017-2021

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