

AGENCY Workforce Plan

FISCAL YEARS 2019-2023

BY

THE TEXAS HISTORICAL COMMISSION

Previously submitted as Appendix D of the FY 2019-2023 Strategic Plan

D. Agency Workforce Plan

Current Workforce Profile

As of FY 2017, the THC has 217.7 authorized full-time employees, according to the General Appropriations Act. The current workforce is comprised of 45 percent males and 55 percent females. More than half of the THC staff is over the age of 40. More than 20.1 percent of the workforce is eligible to retire within the next five years.

Length of Service	20–29 Years of Age	30–39 Years of Age	40–49 Years of Age	50–59 Years of Age	60–69 Years of Age	More than 70 Years of Age	Total (Headcount)
Less than 5	20.00	15.25	20.5	14.00	9.50	3.75	83.00
5 to 9.99 years	5.00	11.75	15.25	15.00	5	1.75	53.75
10 to 14.99 years	0	13.25	11.75	6	2	.25	33.25
15 to 19.99 years	0	1.25	11	6	.25	.75	19.25
20 to 24.99 years	0	0	3	7	3.5	0	13.5
25 years plus	0	0	1	8	9	1	19
Total (Headcount)	25	41.5	62.5	56	29.25	7.5	221.75

The largest age group percentage of employees in the agency is 40-49. This group comprises 28.2 percent of staff:

Age Group	Headcount	Percentage of FTEs
Under 30 years	25.00	11.3 percent
30–39 years	41.5	18.7 percent
40–49 years	62.5	28.2 percent
50–59 years	56	25.2 percent
60–69 years	29.25	13.2 percent
70 and over	7.5	3.4 percent
Total	221.75	100 percent

The agency follows fair hiring practices and seeks to recruit minorities at all levels. Although progress has been made, particularly in offering opportunities for women, the agency still has progress to make in the hiring of African Americans, Hispanic Americans, and people with disabilities. The agency has implemented an internship and diversity plan focused on recruiting, retaining, and developing a diverse workforce that reflects the state's population.

Percentage of Minorities in Agency's Total Work Force (as reported thru August 31, 2017)			
	Total Positions	Number Minority	Percent Minority
Officials/Administrators	11	2	18 percent
Administrative Support	42	12	29 percent
Service/Maintenance	31	9	29 percent
Professionals	145	19	13 percent
Para-Professional	0	0	0
Protective Services	0	0	0
Skilled Craft	0	0	0
Technicians	0	0	0
Total (Headcount)	229	42	18 percent

Employee Turnover and Recruitment of Qualified Employees

The THC enjoys a favorable reputation as a place for employees to work, as reflected in our most recent Survey of Employee Engagement results. However, the THC faces the continuing challenge of offering competitive compensation to recruit and retain qualified employees in our archeological, architecture, historic preservation, and other specialized positions. Although employee turnover for the THC compares favorably with many state agencies, the THC faces the same challenge with an aging workforce as do many other organizations. It is taking longer periods of time to identify, recruit, and hire qualified candidates for some of our professional positions due to our relatively lower compensation structure in comparison to the private sector.

Aging Workforce and Succession Planning

The THC has made it a priority to develop staff members to take over leadership roles to assure continuity of programs, a high level of knowledge, and service to the public. The skill and experience level of the current workforce will increase in the next five years, and will be developed through training current staff and the recruitment of additional skilled staff. The agency will develop strategies to manage the attrition rate to ensure that our goals and objectives are reached through staff transitions.

Workforce Skills

Agency staff must currently have the ability to:

- Conduct research
- Apply relevant federal and state rules, regulations, and statutes
- Draft clear and concise reports and correspondence
- Communicate effectively
- Coordinate projects for timely completion
- Establish and meet goals and objectives
- Evaluate architecture plans and designs
- Develop interior design plans
- Develop preservation plans
- Perform archeological digs, analysis, research, conservation, and reports
- Administer state historic sites
- Speak in public
- Perform Section 106 site reviews for historical significance
- Coordinate local entities with regard to preservation
- Provide guidance to heritage tourism trail regions
- Develop brochures, newsletters, and electronic media
- Maintain the Atlas database of historic sites
- Develop Legislative Appropriation Requests, financial reports, and operating budget documents
- Follow state purchasing guidelines

Agency staff must have knowledge of:

- Texas history
- Historic architecture
- Preservation techniques
- Archeology practices
- Economic development principles and tools
- Historic site maintenance and operations
- Interior design
- Heritage tourism, travel trends and behaviors, and trail region development
- Zoning, preservation ordinances, and incentives
- Graphic design and production
- Communications and public relations
- Web and mobile development and maintenance
- State and federal environmental review processes and standards
- Agency budget, state accounting, purchasing, and financial reporting
- Human resource procedures and applications

Future Workforce Profile

The demands for THC services come from legislative mandates at the state and federal levels, requests from private industry, as well as the general public. Workforce needs change as the economy grows or declines, demographics change, and public demand changes.

A primary concern for the agency is our ability to adapt to rapidly changing demographics in Texas. The history of Texas has many layers, and represents all the cultures that live in the state—in the past, present, and future. Preservation happens most effectively at the local level; currently the agency appeals to older Anglos who are active in preservation in their communities. In order for the THC to engage and appeal to Hispanics, African Americans, and youth, the agency's workforce demographics must reflect these populations.

A second challenge is the continuing evolution of communications technology and the demand for online services and information from the public. The agency must continue to leverage its limited information technology (IT) resources and staff and to ensure effective support to agency staff and customers. The THC must continue to explore strategies to expand our productive capacity through prudent and strategic use of contracted technology services and internal systems improvements. In addition, we must ensure existing staff are well trained and remain current in technology best practices and solutions.

Expected Workforce Changes

The THC continues to attempt to attract knowledgeable and experienced staff that reflects the diversity of Texas' population. The THC expects an employee to reach knowledge maturity no later than their 5th year of service. Due to this learning curve for many of the THC's specialized positions, it is critical to retain these highly skilled staff through a prudent but competitive employee development and performance-based compensation structure.

Anticipated Increase/Decrease in Number of Employees Needed

As the population of Texas continues to grow, it is anticipated that the THC will see an increase in the agency's workload, which will in turn increase the number of employees needed to accomplish the work. There continues to be a great need and demand from the public for expanded programs such as historic resources surveys, services to preservation groups and museums, training of preservation volunteers in local communities, historic site interpretation, expanded research into underrepresented history and sites, and the preservation of historic cemeteries.

Job responsibilities and workloads change as a result of technological advancements, industry changes, and economic, social, and political conditions. This is true for the agency's funding sources as well. As stated before, there is a direct correlation between the growth in population of the state and an increase in workload for the THC. The agency continues to embrace technological advances so THC employees can be more effective and efficient in performing their job functions.

Currently, workers have the necessary skills to meet the goals and objectives of the agency. THC management will continue to analyze processes to determine the most cost-effective ways to accomplish the work at hand and meet the needs of customers.

Future Workforce Skills Needed

The agency is staffed with individuals well-qualified for their jobs. The THC will continue to focus on hiring multi-talented professionals, with expertise and experience in historic preservation, architecture, archeology, history, historic site management, heritage tourism development, economic development, museum services, computer science, accounting, purchasing, human resources, project design, communications, public relations, and graphic design.

Anticipated Surplus or Shortage of Workers or Skills

The THC continues to encounter challenges in recruiting professional staff in certain program areas. The agency will continue to explore strategies that will enable the hiring of skilled staff as quickly as possible for programs that are critical to the goals of the agency. At present, the THC has a highly skilled workforce, but it is anticipated that the agency will lose skilled workers over the next five years through retirement and individuals migrating to the private sector.

The agency's personnel are divided among occupational groups, primarily along strategic lines. Changes in THC responsibilities and external reporting requirements may alter the agency's needs over time. Since many of the staff members have a great deal of experience and longevity with the agency, employees may share multiple responsibilities to fill identifiable skill gaps that arise. In summary:

- Current employees have critical skills that must be developed or continuously updated.
- Key positions must be targeted for succession planning.
- Information technology and computer skills must continue to be developed further to enhance agency processes and procedures.
- Desired or targeted skill sets must continue to be developed internally and/or met through staff augmentation.

Succession Planning

The agency strives to maintain a high-quality, well-educated, diverse workforce with the skills vital to accomplishing its mission and goals. The agency performs ongoing analysis of workforce skills needed to reach our goals and objectives. Every attempt will be made to train replacement staff in critical agency tasks before staff members leave the agency. For positions with staff that are eligible to retire in the near future, the agency identifies employees who can be developed for those positions to increase continuity of knowledge.

Goals to Address Workforce Competency

- Agency processes will be evaluated on an annual basis and changes made when deemed necessary.
- Retention programs will include staff development through ongoing training, and staff performance awards and recognition at agency-wide meetings.
- Recruitment plans will include: the targeted posting of jobs through professional networks, professional associations, on the agency's website, and the Work-in-Texas site; contacting outlets that reach underrepresented EEO populations; participating in job fairs; and offering internships through our very successful Preservation Scholars internship program.
- Career development programs will include training for job skills, promotions from within, and cross-training skills.
- The agency will develop leaders within the organization by encouraging staff to attend leadership training, such as the governor's Management Development Programs.