

Schedule F: Workforce Plan



TDHCA Workforce Plan

Introduction

Each state agency is required to conduct a strategic planning staffing analysis and develop a workforce plan that follows guidelines developed by the State Auditor. This workforce plan addresses the agency's critical staffing and training needs, including the need for experienced employees to impart knowledge to their potential successors pursuant to Tex. Gov't Code §2056.002.

Agency Overview

This section describes the mission, strategic goals, objectives, and business functions of the agency. Potential changes to these items over the next five years are also discussed.

TDHCA Mission

The mission of the Texas Department of Housing and Community Affairs (TDHCA) is to administer its housing and community-based programs efficiently, transparently, and strategically to provide a continuum of services from ameliorating poverty, to assisting homeless populations, to offering a spectrum of affordable housing and homeownership options to help Texans in need.

The Department accomplishes its mission largely by acting as a conduit for federal assistance for housing and community services that are provided primarily via local partners to Texans who qualify based on their income level. Because of several specific housing programs it receives, TDHCA also operates as both a housing finance agency and a public housing authority. In addition, the Department offers educational materials and technical assistance for housing, housing-related, and community services matters statewide.

Ensuring compliance with the many state and federal laws that govern the Department's programs is a critical aspect of achieving the Department's mission, which includes ensuring that TDHCA's housing portfolio is being well maintained and correctly operated, that program funds are being compliantly and effectively administered, and that any misuse of those resources is identified and addressed.



TDHCA's Goals, Objectives, and Strategies to Fulfill its Mission

Goal A. To increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income persons and families.

Objective 1. Make loans, grants, and incentives available to fund all eligible housing activities and preserve/create single- and multifamily units for very low, low and moderate income households.

- ▶ **Strategy A.1.1.** Provide mortgage loans and Mortgage Credit Certificates (MCCs), through the department's Mortgage Revenue Bond (MRB) Program, which are below the conventional market interest rates to very low, low, and moderate income homebuyers.
- ▶ **Strategy A.1.2.** Investment Partnership (HOME) Program for very low and low income families, focusing on the construction of single family and multifamily housing in rural areas of the state through partnerships with the private sector.
- ▶ **Strategy A.1.3.** Provide Loans through the Housing Trust Fund for Affordable Housing through the Texas Bootstrap Program.
- ▶ **Strategy A.1.4.** Provide Funding through the Housing Trust Fund for Affordable Housing through the Amy Young Barrier Removal Program.
- ▶ **Strategy A.1.5.** Provide federal rental assistance through Housing Choice Voucher Program (Section 8) vouchers for very low income households.
- ▶ **Strategy A.1.6.** To provide federal project-based rental assistance to extremely low income persons with disabilities through the Section 811 Project-Based Assistance Program.
- ▶ **Strategy A.1.7.** Provide federal tax credits to develop rental housing for very low and low income households.
- ▶ **Strategy A.1.8.** Provide federal mortgage loans through the department's Mortgage Revenue Bond (MRB) program for the acquisition, restoration, construction and preservation of multifamily rental units for very low, low and moderate income families.
- ▶ **Strategy A.1.9.** Emergency Rental Assistance (Rent Relief) Funds funded through the Consolidated Appropriation Act and ARPA.
- ▶ **Strategy A.1.10.** Homeowner Assistance Funds under the American Rescue Plan Act.

Goal B. Promote improved housing conditions for extremely low, very low, and low income households by providing information and assistance.

Objective 1: Provide information and assistance regarding affordable housing resources and community support services.

- ▶ **Strategy B.1.1.** Provide information and technical assistance to the public through the Housing Resource Center.

Goal C. Improve living conditions for the poor and homeless and reduce cost of home energy for very low income (VLI) Texans.

Objective 1: To ease hardships of poverty and homelessness for 16 percent of the population of very low income persons each year.

- ▶ **Strategy C.1.1.** Administer homeless and poverty-related funds through a network of community action agencies and other local organizations so that poverty-related services are available to very low income persons throughout the state.
- ▶ **Strategy C.1.2.** Provide funding to Subrecipients through the Emergency Solutions Grants (ESG), Homeless Housing and Services Program (HHSP), and Ending Homelessness (EH) Fund Programs for activities assisting those experiencing or at-risk of homelessness.

Objective 2: To reduce cost of home energy for 6 percent of very low income households each year.

- ▶ **Strategy C.2.1.** Administer state energy assistance programs by providing grants to local organizations for energy related improvements to dwellings occupied by very low income persons and general assistance to very low income households for heating and cooling expenses and energy-related emergencies.

Objective 3: Promote and improve homeownership opportunities along with the development of safe neighborhoods and effective community services for all colonia residents and/or residents of low, very low, and extremely low income along the Texas-Mexico border.

- ▶ **Strategy C.3.1.** Provide assistance to colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, and Department programs.

Goal D. Ensure compliance with Department of Housing and Community Affairs federal and state program mandates.

Objective 1: Administer and monitor all appropriate housing developments and subrecipient contracts to determine compliance with federal and state program requirements.

- ▶ **Strategy D.1.1.** Monitor and inspect for federal and state housing program requirements.
- ▶ **Strategy D.1.2.** Monitor federal and state subrecipient contracts for programmatic and fiscal requirements.

Goal E. Protect the public by regulating the manufactured housing industry in accordance with state and federal laws.

Objective 1: Operate a regulatory system to ensure responsive handling of Statements of Ownership, license applications, inspection reports, and enforcement.

- ▶ **Strategy E.1.1.** Provide services for Statements of Ownership and Licenses in a timely and efficient manner.
- ▶ **Strategy E.1.2.** Conduct inspections of manufactured homes in a timely and efficient manner.
- ▶ **Strategy E.1.3.** Process consumer complaints, conduct investigations, and take administrative actions to protect general public and consumers.
- ▶ **Strategy E.1.4.** Provide for the processing of occupational licenses, registrations, or permit fees through Texas.gov. Estimated and nontransferable.

Goal F.: Indirect Administration and Support Costs

Objective 1: Indirect Administration and Support Costs

- ▶ **Strategy F.1.1.** Central Administration
- ▶ **Strategy F.1.2.** Information Resource Technologies
- ▶ **Strategy F.1.3.** Operations and Support Services

Core Business Functions

TDHCA business functions can be broadly grouped into four categories: providing housing and community services assistance, affirmatively furthering fair housing, regulating the manufactured housing industry, and serving as an informational resource. To ensure the success of the Department's efforts in these areas, a variety of supporting functions are required. These support areas include financial administration, human resources, information systems, asset management, portfolio management and compliance, policy and public affairs, purchasing, and real estate analysis.

Housing and Community Services Assistance

Types of housing and community services assistance include:

- ▶ Housing assistance for individual households (homebuyer mortgage and down payment, home repair, and rental payment assistance);
- ▶ Ensuring programs affirmatively further fair housing efforts;
- ▶ Funding for the development of apartments (new construction or reconstruction of rental units);
- ▶ Energy assistance (utility payments or home weatherization activities);
- ▶ Assistance for homeless persons and emergency relief for individuals or families in crisis poverty (transitional housing, energy assistance, home weatherization, health and human services, child care, nutrition, job training and employment services, substance abuse counseling, medical services, and other emergency assistance); and
- ▶ Capacity building assistance (training and technical assistance, assistance with operating costs, and predevelopment loans to help local housing organizations develop housing).

Manufactured Housing Activities

TDHCA's Manufactured Housing Division is an independent entity within TDHCA. It is administratively attached, but it has its own Board of Directors and Executive Director. This division administers the Texas Manufactured Housing Standards Act. The act ensures that manufactured homes are well constructed, safe, and installed correctly; that consumers are provided fair and effective remedies; and that measures are taken to provide economic stability for the Texas manufactured housing industry. Services of the Manufactured Housing Division include issuances of SOL research; training and license issuances to individuals for manufactured housing manufacturing, retailing, installations, broker, or sales; records and releases on tax and mortgage liens; installation, habitability and consumer complaint inspections; resolution of consumer complaints; and federal oversight under a cooperative agreement with HUD.

Information Resources

TDHCA is an informational resource for individuals, federal, state, and local governments, legislators, community organizations, advocacy groups, housing developers, and supportive services providers. Examples of information provided includes: general information on TDHCA activities, application and implementation technical assistance, housing need data and analysis, and direct consumer information on available assistance statewide. This information is provided through a myriad of communication methods: a 1-800 phone line, publications and guidebooks, via email and the TDHCA website, public hearings, trainings and workshops, planning roundtables, field offices, mass mailings, television, radio, and print media, speaking engagements, and conferences. TDHCA uses online forums to encourage topical discussions and gather feedback on proposed policies, rules, plans, reports, or other activities. Forums may be used in combination with public hearings and other public comment opportunities as a means for the Department to collect stakeholder input.

In all of its activities, TDHCA strives to promote sound housing policies; promote leveraging of state and local resources; prevent discrimination; and ensure the stability and continuity of services through a fair, nondiscriminatory, and open process.

Anticipated Changes to the Mission, Strategies, and Goals over the Next Five Years

The Department does not anticipate any significant changes of the mission, strategies and goals over the next five years.

Current Workforce Profile (Supply Analysis)

This section describes the agency's current workforce by assessing whether current employees have the knowledge, skills, and abilities needed to address critical business issues in the future.

Size and Composition of Workforce

As of April 30, 2022, TDHCA had a total headcount of 346 employees (includes 63 Temporary federally-funded Article IX employees). The following tables profile the agency's workforce. TDHCA's workforce is comprised of 40.5 percent males and 59.5 percent females. Over 45 percent of the agency's work force is over 50 years old with 31.5 percent of the work force having 16 or more years of state service.

Statistics show that under two-thirds or 64.5 percent of the work force has 10 years or less of experience working at TDHCA with proficiency levels ranging from working knowledge of processes to gaining mastery level of processes. 22.5 percent of TDHCA's workforce has 11-20 years of tenure with expertise levels ranging from mastery to acknowledged subject matter expert. Employees with 21 years or more of tenure comprise 13 percent of the work force and are also keepers of institutional business knowledge.

The agency realizes that to prevent disparity in knowledge and experience levels and to mitigate future program operational challenges, succession planning strategies must address the transfer of institutional business knowledge and professional expertise.

Work Force Breakdown

Gender		
	Number of Employees	Percent of Employees
Male	138	37.9%
Female	226	62.1%

Source: Centralized Accounting and Payroll/Personnel System

Age		
	Number of Employees	Percent of Employees
Under 30	26	7.1%
30-39	63	17.3%
40-49	97	26.7%
50 - 59	107	29.4%
60 and over	71	19.5%

Source: Centralized Accounting and Payroll/Personnel System

Agency Tenure		
	Number of Employees	Percent of Employees
0-5 years	195	53.6%
6-10 years	47	12.9%
11-15 years	42	11.5%
16-20 years	30	8.2%
21-25 years	28	7.7%
Over 25 years	22	6.1%

Source: Centralized Accounting and Payroll/Personnel System

State Tenure		
	Number of Employees	Percent of Employees
0-5 years	137	37.6%
6-10 years	65	17.8%
11-15 years	49	13.5%
16-20 years	41	11.3%
21-25 years	33	9.1%
Over 25 years	39	10.7%

Source: Centralized Accounting and Payroll/Personnel System

TDHCA Work Force Compared to Statewide Civilian Workforce

The "Statewide Employment Statistics" table below compares the percentage of African American, Hispanic and Female TDHCA employees (as of April 16, 2024) to the statewide civilian work force as reported by the Texas Workforce Commission's Civil Rights Division. For most job categories, the agency is comparable to or above statewide work force statistics; however, there are some areas that are under-represented. TDHCA is dedicated to ensuring quality in the workforce and specifically targets recruitment resources such as diverse community organizations and colleges that reach out to the workforce in the under-represented EEO categories to generate a larger applicant pool to achieve the EEO goals of the state.

Statewide Employment Statistics

Job Category	African American TDHCA	African American State	Hispanic American TDHCA	Hispanic American State	Females TDHCA	Females State
Officials/ Administrators	8.8%	8.6%	23.5%	25.2%	47.1%	40.2%
Professionals	15.7%	10.6%	36.6%	23.0%	71.8%	53.0%
Technicians	17.7%	11.7%	27.5%	38.5%	15.7%	63.5%
Para-Professionals	37.5%	N/A	25.0%	N/A	87.5%	N/A
Administrative Support	10.0%	15.2%	40.0%	38.3%	70.0%	74.1%

Source: Centralized Accounting and Payroll/Personnel System (CAPPS) and Texas Workforce Commission (TWC). TWC statistics extracted from "Hiring Practices and Equal Employment Opportunity Report, Fiscal Years 2021-2022."

The January 2015 TWC EEO and Minority Hiring Practices Report indicated that TWC has combined the statewide percentages for the Paraprofessional and the Service Maintenance EEO categories because they were not available separately from their BLS source report; accordingly, there is no statewide paraprofessional statistic available for comparison.

Employee Turnover

According to the State Auditor's Office Turnover Report for fiscal year 2023, the statewide turnover rate for full-time and part-time classified employees at state agencies was 18.7 percent. This does not include interagency transfers since the state does not consider this to be a loss to the state.

As shown by the chart in the next column, TDHCA's turnover rates have historically been at least 5 percent under the state turnover rates. In fiscal year 2023, the turnover rate was 4.4 percent lower than the previous fiscal year. Employee turnover is normal to any organization but can be negative if it reaches abnormal levels. Negatives include the associated costs of turnover, such as training and orientation of new employees, recruitment and selection of new employees, leave payout to departing employees, and lower productivity in the workplace during the time that a position is vacant and during the time that a new employee is learning the job. There can be a financial gain as experienced employees are replaced with entry level staff, however, loss of those experienced employees can negatively impact the agency due to loss of institutional knowledge and skill.

Overall Turnover

Fiscal Year	TDHCA	State
2023	9.6%	18.7%
2022	14.0%	22.7%
2021	8.6%	21.5%
2020	8.0%	18.6%
2019	7.8%	20.3%

Source: State Auditor Officer (SAO) Classified Employee Turnover Report FY2023

Turnover rates exclude interagency transfers

Turnover by Length of Agency Service

FY	# Terms	Less than 2 Years	2-4.99 Years	5-9.99 Years	10-14.99 Years	15-19.99 Years	Over 20 Years
2023	36	18	5	3	0	4	6
2022	49	21	10	3	2	5	8
2021	27	8	2	1	4	1	11
2020	24	4	6	2	4	2	6
2019	24	5	4	5	4	2	4

Source: SAO E-Class. Data excludes interagency transfers

Turnover by Age

FY	# Terms	20-29 Years	30-39 Years	40-49 Years	50-59 Years	60 and older
2023	36	6	7	8	9	6
2022	49	9	6	13	12	9
2021	27	2	3	8	7	7
2020	24	1	4	2	9	8
2019	24	3	3	4	7	7

Source: SAO E-Class. Data excludes interagency transfers

Retirement Eligibility

Data obtained from the Centralized Accounting & Payroll/Personnel System shows projected retirements at TDHCA over the next five fiscal years.

The loss of employees due to retirement is, and will continue to be, a critical issue facing the agency. The loss of institutional business knowledge and expertise in key management and senior-level professional positions, coupled with normal attrition, poses a critical work force dilemma for the agency as well as the state. It is important to ensure that this technical knowledge and organizational experience is not lost. Management is aware of the impact that retirees will have on the Department within the next biennium and is continually looking at methods to replace these skills and knowledge through:

- ▶ Employee Development
- ▶ On-the-job training
- ▶ Leadership Development
- ▶ Succession Planning
- ▶ Cross divisional training
- ▶ Mentoring

Projected TDHCA Retirements

Fiscal Year	Projected Retirements	Percent of Total Agency Employees (FTE Budget of 332*)
2024	47	14.16%
2025	8	2.41%
2026	18	5.42%
2027	11	3.31%
2028	13	3.92%
Total Projected Retirements	97	29.22%

Source: Centralized Accounting & Payroll/Personnel System (CAPPS)

*Does not include Temporary federally-funded Article IX employees

Workforce Skills Critical to the Mission and Goals of the Agency

Core Functions

- ▶ Asset Management
- ▶ Building Inspection and Weatherization
- ▶ Capital Market Bond Financing
- ▶ Community Services
- ▶ Construction Management and Oversight
- ▶ Contract Management
- ▶ Data Analysis and Reporting
- ▶ Emergency Response and Management
- ▶ Environmental science
- ▶ Governmental Accounting and Reporting
- ▶ Information Systems, Security, and Web Administration
- ▶ Knowledge of federal regulations, particularly OMB requirements
- ▶ Knowledge of Loan Closing and Titling processes
- ▶ Knowledge of Real Estate Transactions
- ▶ Legislative and governmental relations
- ▶ Loan Management
- ▶ Mortgage and loan management
- ▶ Portfolio management and compliance
- ▶ Program Planning and Administration
- ▶ Underwriting

Critical Work Force Skills

Although the agency has many talented and qualified employees, there are a number of critical skills the Department's workforce need in order to effectively accomplish its business functions and provide a high level of customer service which include:

- ▶ Analysis/research/planning/problem solving
- ▶ Auditing
- ▶ Communication (verbal and written)
- ▶ Computer skills ranging from entry level data entry to highly skilled information systems programmers and database administrators
- ▶ Customer service
- ▶ Financial management, financial analysis, and accounting expertise
- ▶ Housing market industry
- ▶ Information security analysis
- ▶ Inspection
- ▶ Investigation
- ▶ Leadership and management
- ▶ Legal analysis
- ▶ Legislative relations and bill tracking
- ▶ Manufactured housing rules and regulations
- ▶ Marketing
- ▶ Multi-lingual
- ▶ Outreach and technical assistance
- ▶ Project management, quality oversight, and evaluation
- ▶ Titling and licensing

Use of Consultants

To effectively achieve its mission, TDHCA will continue to use consultants and contract workers in areas where their unique skills and experience represents the most effective use of the State's resources. Two divisions that expect the greatest ongoing use of consultants are Information Systems, and Bond Finance.

Information Systems Division

TDHCA's Information Systems Division makes limited, targeted use of consultants for approved capital budget projects and software development support. In the current biennium, the Department employs five contract developers. The Department employs one contract developer to assist with PeopleSoft Financials support, three contract developers for the Java Infrastructure project, and one contract developer for the MF/REA capital project. The Department is currently considering bringing on one more contract developer for the Java Infrastructure project.

Bond Finance	Bond Finance uses the following types of consultants:
Bond Counsel	A law firm or firms experienced in the issuance of mortgage revenue bonds and mortgage credit certificates.
Disclosure Counsel	A law firm experienced in securities laws particularly as it relates to disclosure of information by securities issuers to the private markets.
Financial or Municipal Advisor	Typically an investment banking firm experienced in issuance of mortgage revenue bonds, indenture analytics, and mortgage-backed securities.
Interest Rate Swap Advisor	Primarily monitors interest rate swaps used to hedge single family mortgage revenue bonds.
Investment Bankers	A firm specializing in the underwriting, issuance and sale of mortgage revenue bonds and provides advice relating to financial structure and cash flows.
Master Servicer	A financially sound bank or trust company experienced in loan servicing for tax-exempt and taxable single family programs.
Program Administrator	A company experienced in programmatic and tax compliance review for tax-exempt and taxable single family programs.
Rating Agencies	A national rating agency which analyzes bond issues and assigns a rating to them to indicate to prospective bondholders the investment quality of the issue.
TBA Provider	An investment banking firm experienced with the pooling and hedging of mortgage-backed securities in the TBA market.

Future Workforce Profile (Demand Analysis)

This section describes the Department's future business and staffing outlook. This analysis helps to identify trends, future influences, and challenges for the agency's business functions, new and at-risk business, and workforce composition.

Future Workforce Skills Needed

In addition to those skills described above in the "Workforce Skills Critical to the Mission and Goals of the Agency" section, it is expected that the following skills will also be needed:

- ▶ The Bond Finance Division may need to bring some specialized functions in-house over the next several years that the Department currently relies upon consultants to complete. Those tasks may require new staff and new skill sets.
- ▶ The Legal Services Division is called upon to provide increasingly complex transactional documentation skills and assist in developing increasingly detailed and complex rules, as new programs continue to emerge in response to federal legislative changes and new strategic directions. Both require significant real estate experience, detailed knowledge of state and federal laws, plus exceptional drafting skills. As more asset resolution and enforcement issues are brought forward, additional capabilities in contested case proceedings, loan restructurings, and bankruptcy matters are required.
- ▶ The Fair Housing and Management Team has a current and future need for data analysis and programming skills.
- ▶ There may be legislative mandates impacting the administration and delivery of agency programs.
- ▶ The Human Resources Division anticipates needing to build strong overall HR knowledge, including HR certification; compensation skills; recruitment skills; the ability to administer HR programs effectively (strategically and assisting with development of programs); and skills in becoming an effective change agent for the Department.
- ▶ Many of the program areas have ongoing needs for expertise in data management and reporting.
- ▶ Other skill requirements with increased focus include team building and the ability to adapt to changing workplace demands.

Anticipated Increase or Decrease in the Number of Employees Needed to Do the Work

Anticipated Increases:

- ▶ At a minimum maintain current staffing level.
- ▶ Reallocate employees within the agency to address shifts in program funding and/or increased demands.
- ▶ Continuously review processes and develop efficiencies as needed.
- ▶ Provide training and effectively manage succession planning.
- ▶ Awarding of new federal funds or appropriation of state funds.
- ▶ The Real Estate Analysis Division anticipates an increase in the number of employees needed to underwrite an expanding pipeline of multifamily transactions; these transactions are expected to continue to increase over the next few years.

Gap Analysis

Anticipated Surplus or Shortage of Employees/ Skills

Overall, the agency work force has the necessary skills to perform the required work. In the next five years the agency could experience a shortage of required skills in management and senior level professional positions due to potential retirements and through attrition.

Due to the changing workforce of the Department, it is anticipated that there may be a shortage of the following personnel and/or skills:

- ▶ The Bond Finance Division may experience a shortage related to the specialized data analysis personnel and associated skill sets.
- ▶ The Legal Services Division anticipates a shortage in qualified real estate professionals, specifically those skilled and versed in HUD and LIHTC issues.
- ▶ The Information Systems Division has a continued need for employees with expertise in Java and the specific Java framework used at TDHCA, Oracle, APPX, PeopleSoft, Mitas, and network and technical support.

Strategy Development

This section describes strategies for workforce transition.

TDHCA has always encouraged training for staff. This is an essential part of developing and maintaining a skilled workforce that encompasses the quality performance needed to carry out the mission and goals of the agency.

The workplace has always consisted of many generations working at one time. However, today's age-diverse workforce is working past retirement age, which has led to a generation gap of 52 years between the oldest and youngest workers. As a result, a one-size-fits-all approach is not appropriate in an age-diverse workforce that may have four generations of workers at one time. TDHCA must be prepared to work with the communication styles of each generation and determine what motivates each generation in order to bridge the generation gap. This approach is key in developing both succession planning and knowledge transfer for future generations. Furthermore, as society in general becomes more diverse, the TDHCA workforce must mirror this diversity, thereby meeting both the needs and the expectations of the population it serves.

In addition to the diversity and composition of the future TDHCA workforce, fair pay will continue to impact recruitment and retention. TDHCA and state agencies, in general, currently cannot compete with other organizations in terms of compensating its employees. Many existing employees continue to serve the agency because they value its mission or enjoy the work-life balance that may be lacking in a for-profit company or firm. TDHCA must continue to foster an environment that offers not only fair compensation, but also other incentives that attract and retain staff.

Specific Goals to Address Workforce Competency Gaps or Surpluses

To plan for TDHCA's future workforce needs, the following goals have been developed.

Gap: Retain and Attract the Right Employees for the Job.

Goal: To attract and retain a competent workforce.

Rationale: Recruiting excellent workers with the knowledge, skills, and abilities to perform their job duties is essential for a quality work force. It is also a challenge to retain those same employees in such a competitive market. The agency must recruit quality workers, learn to recognize excellent performance, and provide development opportunities to employees.

The Department must also develop those employees with interest and ability to learn new skills and develop leadership skills in order to be prepared to advance into critical positions. The Department must also be prepared to recruit external candidates with the necessary skills needed.

Action Steps:

- ▶ Identify positions and also classification job series with the highest turnover and implement more aggressive retention strategies for these positions.
- ▶ Conduct an assessment of risk at TDHCA regarding the potential loss of knowledge, particularly in areas of loss due to retirement of key positions.
- ▶ Identify positions that should be targeted for succession planning, determine critical competencies and skills needed for those positions, and consider how to develop staff for these position and how to aggressively recruit for these positions.
- ▶ Provide employee training to develop critical skills needed.
- ▶ Develop and provide cross/rotational training for employees who are seeking new challenges or who wish to move across divisions.
- ▶ Create training and development plans for employees to assume higher level positions as vacancies occur.
- ▶ Establish recruitment resources that market specifically to the housing industry, attend career fairs at colleges and universities as needed. Encourage management to identify recruitment resources, organizations, colleges, and universities to establish an applicant pool of individuals with the critical skills needed for their positions.
- ▶ Continue to allow employees to utilize the agency's alternative work schedule program to the extent possible.

- ▶ Support telecommuting where it is reasonable and practical to do so and where operational needs will not be adversely affected.
- ▶ Create programs that allow employees who are seeking new challenges to work on special projects, rotations and/or developmental assignments.
- ▶ Adjust salaries within assigned pay ranges for employees in positions that are either critical or key functions or that have high turnover rates.
- ▶ Promote the use of non-monetary rewards for exceptional performance (e.g. Administrative Leave for Outstanding Performance, etc.)
- ▶ Promote the Wellness Program.

Gap: IS staff with advanced technology skills needed to maintain the Department's continually advancing computer systems and programs.

Goal: To provide the Department with technology that will increase efficiency of information for customers and staff, increase customer satisfaction, and provided streamlining of technology based programs

Rationale: Training is needed to stay current with emerging technology. There are increased requests for changes to IT systems to better serve our customers and staff

Action Steps:

- ▶ Continue to develop IT staff by providing ongoing training.
- ▶ Determine anticipated changes needed to systems and allow for training and staff development of new technologies.
- ▶ Cross functional training of IT staff.
- ▶ Develop plans for future needs of the Department web-based programs.

Gap: Develop a Competent and Well-Trained Diverse Work Force

Goal: To employ a diverse workforce with skills to function and lead a diverse workforce.

Rationale: Over 29 percent of TDHCA's workforce is projected to be eligible to retire within the next five years. The agency relies heavily on a competent and knowledgeable staff and the loss of mastery-level expertise and institutional business knowledge will have a significant impact on agency services. The agency must continually assess existing staff to determine which employees demonstrate interest and also potential to develop new competencies and also assume new positions. Also, as the workforce continues to change there is an increase in multi-generational and diverse backgrounds entering the workforce. Employees will need to be able to work with and manage people with differing opinions and work ethics.

Action Steps:

- ▶ Identify agency critical skills and competencies with input from divisions.
- ▶ Provide management with tools and training to assist in the management of a multi- generational diverse workforce.
- ▶ Promote the agency's tuition reimbursement program to encourage employees to further their education.
- ▶ Identify staff with leadership potential and send them to leadership development training. Require employees to participate in professional and personal development training to address undeveloped strengths.
- ▶ Provide staff with agency online training offerings and usage.
- ▶ Encourage employees to pursue professional certification(s) in their areas of employment when possible.
- ▶ Regularly review Department demographics to determine EEO shortfalls in EEO categories.
- ▶ Include "job shadowing" of new employee with more seasoned employees, as part of both employees' job descriptions.