

SCHEDULE F

Texas State Board of Plumbing Examiners

Workforce Plan

General Information: The Texas State Board of Plumbing Examiners (TSBPE) believes that an employee's performance at work has a direct influence on TSBPE's overall performance and can influence the agency's budget. As the State of Texas population continues to increase (estimated to be 30.946 million in 2024), demand for State services has also increased. Currently TSBPE maintains more than **101,108** licenses, registrations, and endorsements within **18** license and registration types.

Budget restrictions, employee caps, hiring freezes and a possible shortage of trained State workers in future years could lead to an inadequate workforce, causing agencies to take longer to meet public service demands. As agencies struggle to fill positions, current employees are required to take on additional responsibilities. When agencies are not adequately staffed, existing State employees may have to work harder and longer hours that can lead to fatigue, increased error rates, loss of productivity, and low morale.

Workforce Skills Critical to the Mission and Goals of TSBPE: Fifteen (15) of the agency's employees, including the Executive Director, Director of Enforcement, Chief Examiner, and all Investigators and Examiners are licensed plumbers. The licensing requirement is critical, in addition to computer and public speaking and communication skills, for these positions. Other administrative skills, common to other agencies, such as State accounting, purchasing, information technology skills, and administrative technical skills, are critical to the support of the agency's mission, goals, and strategies.

FUTURE TSBPE WORKFORCE PROFILE (DEMAND ANALYSIS)

Expected Workforce Changes Driven by Factors Such as Changing Mission, Technology, Work, Workloads, and/or Work Processes: The Board anticipates changes in how it meets the mission for licensing exams with the opening of a new Examination Center in Waco, and a planned exam center in Harlingen along with a mobile unit for the practical exams. In addition, Computer Based Testing is now available in over 40 locations around the State. Due to the continued growth in the Texas economy and the plumbing industry, TSBPE expects its workload will continue to increase and will need additional FTEs to carry out its mission and duties.

Future Workforce Skills Needed: Future workforce skills critical to the mission and goals of the TSBPE are expected to remain about the same. However, to develop new skills related to future needs, additional training is made available as funding allows.

Anticipated Increase in the Number of Employees Needed: Because the population of the state is expected to increase and the economy continues to expand, and based on the current mission of the TSBPE, additional personnel as described in the Board's planned request will be needed.

Critical Functions That Must Be Performed to Achieve the Strategic Plan: Performance of all TSBPE functions, including issuing and renewing licenses, reviewing criminal backgrounds of applicants with criminal convictions, scheduling, administering, and grading a variety of examinations, processing consumer complaints, as well as accounting and human resource functions, is critical to achieving the TSBPE's strategic plan goals.

Anticipated Surplus or Shortage of Skills: The TSBPE is concerned that its ability to attract future employees that possess the needed skills may be impaired by the disparity of salaries between State employees and private industry employees.

STRATEGY FOR WORKFORCE DEVELOPMENT

Changes in Organizational Structure: Under the current mission, TSBPE anticipates an increased need for licensed plumbing staff to administer licensing examinations, increase enforcement activities, and provide ongoing training to licensed plumbers statewide.

Retention Programs: TSBPE supports its employees by rewarding merit increases to employees who perform above satisfactory levels, subject to budgetary constraints. Additionally, the agency continually strives to maintain a work environment that allows for flexibility, without compromising productivity or customer service.

Recruitment Plans: To the fullest extent possible, TSBPE will strive to recruit the number of qualified individuals required to carry out the agency's mission, including qualified veterans and persons of minority, disability, and female gender. TSBPE will utilize a wide range of recruitment sources, including but not limited to statewide minority, disability and female organizations, educational institutions, and the Texas Workforce Commission.

Organizational Training, Employee and Career Development: TSBPE provides organizational training, including equal employment opportunity, sexual harassment, and procedural training. TSBPE utilizes cross-training between departments, to enhance the knowledge and skill levels of all employees. TSBPE provides for the cost or reimbursement of training for its employees, when the training is in the best interest of the agency. TSBPE provides training and certification of its

employees in the areas of investigation, purchaser certification, information resource training, financial operations and supplemental plumbing training and certification.

Leadership Development: Cross-training is essential in leadership development for a small agency. Department managers share their experience and knowledge with staff. TSBPE provides leadership training for its department managers, subject to budgetary constraints. The agency also encourages team building.

Succession Planning: All of the factors indicated for organizational training: employee, leadership and career development are essential in planning for succession. The ability to properly compensate the most well-trained individuals is of the utmost importance when developing those employees that show an interest in succession. Additionally, TSBPE also looks for qualified individuals and resources outside of the agency.

Workforce Demographics: Beginning with fiscal year 2024, TSBPE received authority for nine (9) new full-time equivalent (FTE) positions necessary to support a boom in statewide construction, administer fingerprint and background check requirements for licensing of certified plumbers, and additional positions for enforcement, to support an ever-increasing regulated population, expanded examination offerings, and activities to enforce the plumbing statutes and rules.

Employee Turnover and Recruitment of Qualified Employees: The TSBPE enjoys a favorable reputation as a place for employees to work, as reflected in our most recent Survey of Employee Engagement results. However, TSBPE faces the continuing challenge of offering competitive compensation to recruit and retain qualified employees in our investigator, accounting, and procurement positions. Although employee turnover for the TSBPE compares favorably with many State agencies, TSBPE 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 positions due to our relatively lower compensation structure in comparison to the private sector.

A retirement analysis of TSBPE reveals that eleven (11) employees are eligible to retire within the next two years, or 26.8%. Additionally, fourteen (14) employees are eligible to retire within the next five years, or 34.1%. Workforce planning allows agencies to address issues that drive workforce changes such as the aging workforce and growing retirement eligibility. To prepare, TSBPE's workforce plan includes cross-training of employees to minimize the effects of vacancies created by retirement or attrition. In addition, when filling open positions that require plumbing knowledge, the agency seeks individuals with skills that are valuable now and in the future.

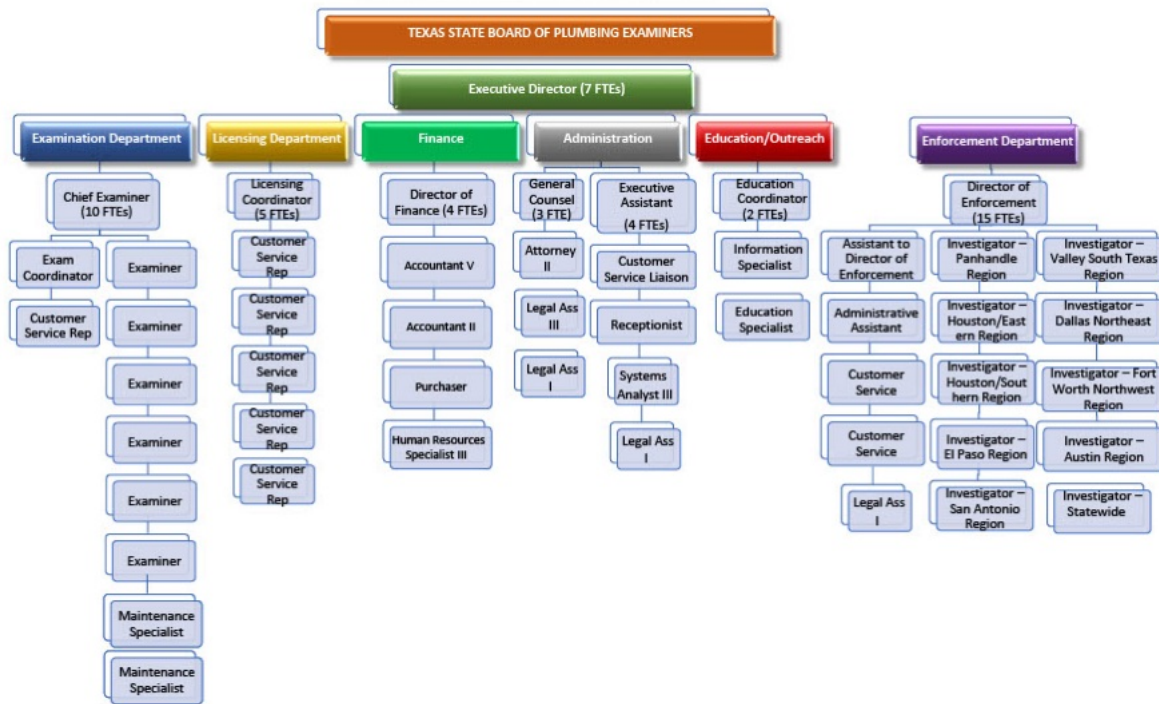
Demographics Information to include Age, Gender, Race and Tenure: Although TSBPE is considered a small state agency (51 FTEs, 41 positions filled as of the date of this report), retaining a mission-critical skilled workforce is imperative to obtain optimum performance. **78.0%** of TSBPE's current workforce report to the Austin location, while **22.0%** work from their home offices and are located throughout the State. Veterans comprise **7.3%** of the TSBPE workforce.

As of May 31, 2024, TSBPE's current workforce of 41 FTEs has the following demographics:

- **Age:** Average agency age = **51.2 years**. Average age in the Examination & Licensing Strategy = **46.9**; Average age in the Inspections & Enforcement Strategy = **53.0**; Average age in the Consumer Education & Public Awareness Strategy = **53.5**; Average age in the Indirect Administration Strategy = **54.9**. Agency ages range from **24 to 72**.
- **Gender:** 19 Female = **46.3%**, 22 Male = **53.7%**.
- **Race:** Black = 5 or **12.2%**, Hispanic = 16 or **39.0%**, Native American = 1 or **2.4%**, Asian = 1 or **2.4%**, White = 18 or **44.0%**.
- **Tenure – TSBPE Only Service:** Average for Entire Agency = **4.9 years**; Average for Examination & Licensing Strategy = **4.6 years**; Average for Inspections & Enforcement Strategy = **5.9 years**; Average for Consumer Education & Public Awareness Strategy = **4.2 years**; Average for Indirect Administration Strategy = **6.4 years**.
- **Tenure – Total State of Texas Service:** Average for Entire Agency = **7.7 years**; Average for Examination & Licensing Strategy = **6.1 years**; Average for Inspections & Enforcement Strategy = **7.1 years**; Average for Consumer Education & Public Awareness Strategy = **4.2 years**; Average for Indirect Administration Strategy = **10.3 years**.

TSBPE is very proud of its diverse workforce and will continue to seek out new ways to reach under-represented demographics.

Percentage of Workforce Eligible to Retire Within the Next Five Years: 11 employees, or 26.8%, could retire within the next two years. It is estimated that **7** of those eligible employees will retire within the next two years.



SURVEY OF EMPLOYEE ENGAGEMENT (SEE) RESULTS

The Texas State Board of Plumbing Examiners (TSBPE) participated in the 2023 Survey of Employee Engagement (SEE) administered by the Institute for Organizational Excellence at the University of Texas at Austin. The survey was conducted during January and February 2024. Of the 41 employees who were invited to participate in the survey, 24 employees responded, or 58.5%. Generally, rates higher than fifty percent (50%) suggest soundness of an Agency's health, according to the Institute. High rates signify those employees have an investment in the organization and are willing to contribute towards making improvements within the workplace. With this level of engagement, employees have high expectations from leadership to act upon the survey results.

The overall score is a broad indicator for comparison purposes with other entities. Scores above 350 are desirable; when scores dip below 300, there should be cause for concern. The TSBPE overall score for this survey was **410**, up from an overall score of 371 in 2022.

It appears the overall attitudes of most employees are generally good. TSBPE continues to maintain an experienced workforce with **20%** of employees having tenure of 3 - 10 years. 60% are new hires and have anywhere from 0 to 2 years of experience.

Twelve items crossing several survey constructs were selected to assess the level of engagement among individual employees. For TSBPE, **38%** were Highly Engaged and **29%** were Engaged. Moderately Engaged and Disengaged combine for 33%.

Highly Engaged employees are willing to go above and beyond in their employment. Engaged employees are more present in the workplace and show an effort to help. Moderately Engaged employees are physically present but put minimal effort towards accomplishing the job. Disengaged employees are basically not very disinterested in performing their jobs.

Overall, TSBPE employees believe the work atmosphere to be a safe one where workers are ethical and treat each other with respect. Scoring also indicated that employees understand their roles and consider the organization's reputation to be positive.

The main weakness, as identified in this and in previous surveys, is the employee attitude regarding pay. The consensus of employees is that their pay is not comparable to positions in other organizations or in relation to their job duties. Merit increases have been very limited, not only in Investigator and Examiner positions, but in office staff as well. This lower score suggests that pay is a central concern or reason for discontent.

Employee development, which was a weakness in prior surveys, continues to show marked improvement. Most employees used the available resources to obtain training and increase their skills and value.

Information Systems has been a challenge at the agency due to aging building information technology infrastructure and rapid system changes and deployments.

TSBPE administration has examined the findings of the survey and discussed them with employees for more specific input and prioritized areas for improvement. The administration has also utilized the results of the survey to recognize those areas identified as substantial and relative strengths.