

## **Schedule F -TBPG Workforce Plan for Fiscal Years 2025-2029**

### **TBPG Overview**

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

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

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

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

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

TBPG continues to examine existing systems and processes and refine work systems as the needs of the TBPG, and demands for licensure, increase over time.

### **Current Workforce Profile (Supply Analysis)**

There are many important functions that must be performed by the TBPG. Over time, the TBPG Executive Director must make adjustments to the TBPG's use of positions, key duties assigned and performance expectations and updating of staff performance objectives. This strategy maximizes the utilization of staff resources appropriated to the agency. At this time, the agency has particularly highly skilled staff in place in key positions with administrative support for daily processing tasks. This ensures that the agency can manage all of its fiduciary responsibilities.

#### **A. Critical Workforce Skills**

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

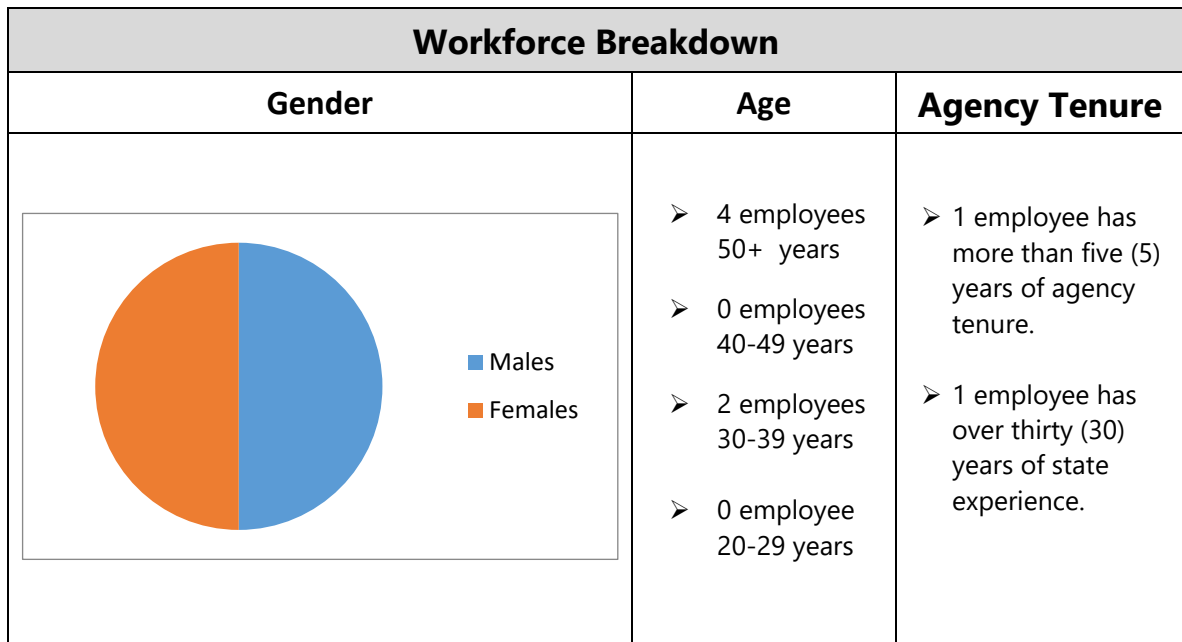
- Leadership and management skills
- High level communications skills
- Implementation of an effective licensing and enforcement database product
- Revenue/budget tracking and reporting of performance measures
- Conducting complaint investigations; adjudicating complaints involving violations
- Maintaining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

#### **B. Workforce Demographics**

The TBPG is authorized 7.5 full time employees. There are currently 6 employees who are on staff to execute the functions of the TBPG.

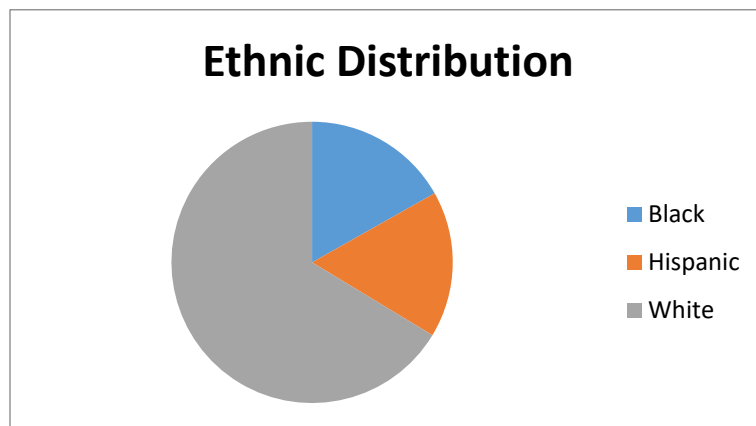
The TBPG's workforce is comprised of 50% females and 50% males. 67% of the employees are over the age of 50. The percentage of employees with more than five years of state experience is 75%.

Figure 1: Workforce Breakdown



The ethnic distribution of the staff is 67% White, 17% Black, and 17% Hispanic. The following pie charts display the gender and ethnicity of the TBPG workforce as of May 10, 2024.

Figure 2: Ethnic Distribution



### C. Employee Turnover

Turnover is an important issue in any organization and TBPG is no exception. The TBPG turnover rate as per the January 2024 SAO Report #24-702 is 0.0% but our organization has experienced key team member separations since this SAO report as a result of opportunities for higher pay (2 Employees) and relocation (1 Employee).

## **D. Retirement Eligibility**

During fiscal years 2023-2024, no agency employees were eligible to retire. One employee is retired from state government (from another state agency) and returned to state government with TBPG. TBPG recognizes the importance of attracting and retaining tenured employees to capture experience and knowledge.

### **Future Workforce Profile (Demand Analysis)**

Agency leadership continues to revise work processes, reorganize business units, and evaluate vacancies within the organization. The changes and resulting performance has shown improvement with critical functions for staff.

Critical Functions: TBPG's most critical functions are identified below:

- Maintaining an effective licensing and enforcement database;
- Providing licensing operations/services (processing examination requests, new license applications and renewals, assisting candidates for licensure, verifying licensure, administering examinations, responding to licensee requests, etc.);
- Proving compliance and enforcement duties (compliance audits, complaint referrals, investigations, filing violation notices, negotiating complaint resolution);
- Providing outreach and education training to direct/indirect customers including state agencies;
- Budget and performance tracking and reporting;
- File, data and website management to continuously move to a digital footprint.

**Anticipated Workforce Changes:** The changes implemented by TBPG Management must continue into the next biennia. Those implemented changes include:

- Increased use of current technology to improve business operations and communication;
- Streamlining of workflow processes to address operational bottlenecks;
- Cross-training of employees in functional areas to ensure business continuity;

### **Anticipated Increase/Decrease in Number of Employees Needed to Do the Work:**

The TBPG's current level of FTEs appears to be sufficient to complete its mission at this time but we are preparing for an increase in licensing numbers as our qualifying examinations have moved to an electronic based model. This new model provides licensing candidates with greater statewide access to required examinations. In the short term, we prepared for this expected uptick in applications by cross training existing team members to assist with broad agency functions during peak periods. Reductions or vacancies within current FTE levels impact the agency's ability to continue providing exceptional service because, with a small team, all team members work directly on critical functions. Our Executive Director manages all team members and activities including the operational analysis, development and implementation of agency

goals, strategies, policies, processes, and procedures. Other (6) TBPG FTE's/team members are utilized as follows:

- One Agency Financial Officer, is responsible for Accounting, Purchasing, and Human Resources related functions;
- One Compliance Coordinator, fulfills compliance, investigative, enforcement, and outreach related functions;
- One (currently vacant) Operations Coordinator, is responsible for leading all compliance and licensing administrative functions, agency reporting, strategic performance, and assisting with financial related functions.
- One Licensing Administrative Coordinator, is responsible for license application, renewal, and examination activities and assisting with agency operations related functions including reporting tasks and database reviews;
- One Administrative Program Specialist is responsible for providing administrative support across our compliance, enforcement, and licensing operations.
- One Website Program Specialist (.5 FTE) is responsible for maintaining our agency website and on-line presence, assisting with online compliance monitoring, and generating online related reporting.

### **Future Workforce Skills Needed**

To administer the Texas Geoscience Practice Act effectively, the TBPG relies on a competent and knowledgeable staff. In addition to the critical competencies listed previously, these are additional staff competencies essential for the TBPG's continued success:

- Change management
- Process analysis and improvement
- Team building
- Project management
- Multi-tasking
- Strategic planning
- Leadership
- Communication
- Human resource knowledge
- Database management
- Online media management, development, and publication