

By: Uresti

S.B. No. 497

A BILL TO BE ENTITLED

AN ACT

relating to the creation of an office of workforce development and analytics in the Department of Family and Protective Services.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. Subchapter B, Chapter 40, Human Resources Code, is amended by adding Section 40.041 to read as follows:

Sec. 40.041. OFFICE OF WORKFORCE DEVELOPMENT AND ANALYTICS.

The department shall create an office of workforce development and analytics to provide workforce support services, oversee workforce recruitment and training, and perform data analytics for the department. The office shall report to the deputy commissioner of the department and shall:

(1) monitor management trends;

(2) analyze employee exit surveys and interviews;

(3) evaluate the effectiveness of employee retention efforts, including merit pay;

(4) create and manage a system for handling employee complaints submitted by the employee outside of an employee's direct chain of command, including anonymous complaints;

(5) monitor and provide reports to department management on:

(A) employee complaint data and trends in employee complaints;

(B) compliance with annual department

1 performance evaluation requirements;

2 (C) capped caseload policies; and

3 (D) the department's use of positive performance
4 levels for employees;

5 (6) manage workforce recruitment, including the
6 hiring and training of caseworkers and management;

7 (7) track employee tenure and internal employee
8 transfers within both the child protective services division and
9 the department; and

10 (8) use data analytics to predict workforce shortages
11 and identify areas of the department with high rates of employee
12 turnover, and develop a process to inform the deputy commissioner
13 and other appropriate staff regarding the office's findings.

14 SECTION 2. As soon as possible after the effective date of
15 this Act, the commissioner of the Department of Family and
16 Protective Services shall establish the office of workforce
17 development and analytics required by Section 40.041, Human
18 Resources Code, as added by this Act. The commissioner and the
19 executive commissioner of the Health and Human Services Commission
20 shall transfer appropriate staff as necessary to conduct the duties
21 of the office.

22 SECTION 3. This Act takes effect September 1, 2017.