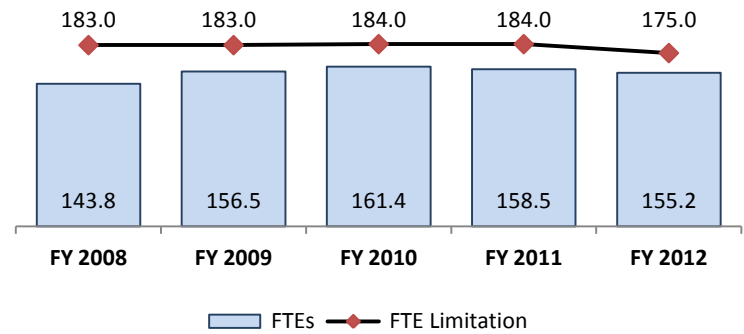


448 - Office of Injured Employee Counsel

Workforce Summary Document prepared by the State Auditor's Office.
Based on information **self-reported** by the agency, the following items are worth noting.

Full-Time Equivalent (FTE) Employees

The agency's full-time equivalent (FTE) employee limitation decreased by 4.9 percent to 175.0 FTEs in fiscal year 2012 compared to fiscal year 2011. Compared to fiscal year 2008, the agency saw an increase of 11.4 (7.9 percent) in the total number of FTEs.



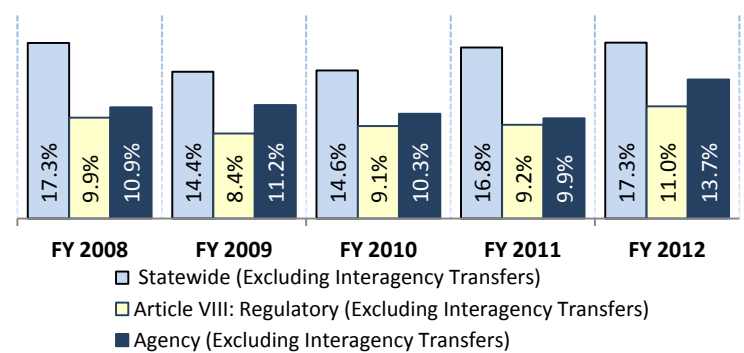
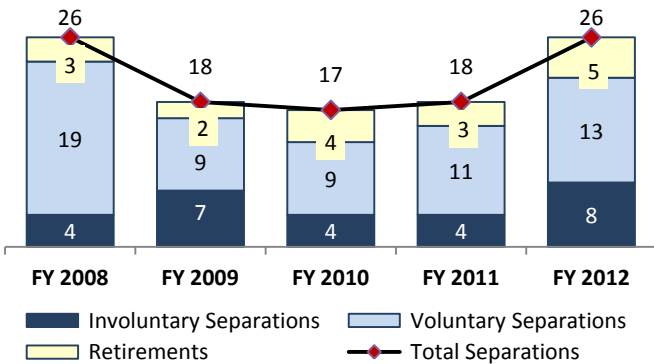
Source: State Auditor's Office Full-time Equivalent System.

FTEs Below/Above FTE Limitation

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012
FTE Limitation	183.0	183.0	184.0	184.0	175.0
Number Below or Above Limitation	-39.2	-26.5	-22.6	-25.5	-19.8
Percent Above or Below Limitation	-21.4%	-14.5%	-12.3%	-13.9%	-11.3%

Employee Turnover^a

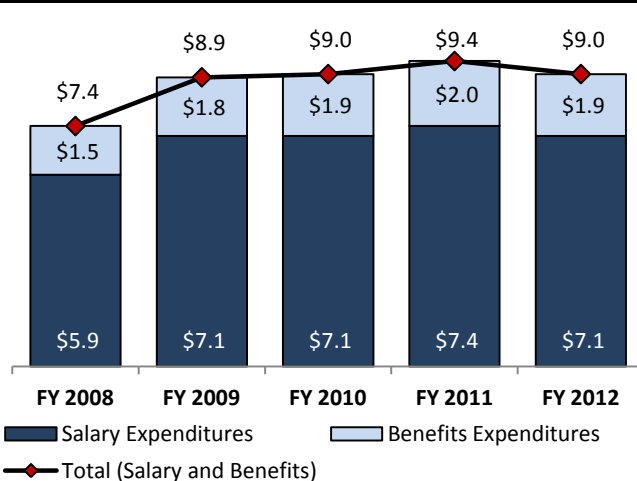
Excluding interagency transfers, the turnover rate within the agency (13.7 percent) was lower than the statewide turnover rate (17.3 percent) and higher than the turnover rate of Article VIII agencies (11.0 percent) during fiscal year 2012. The fiscal year 2012 agency turnover rate including employees who transferred to another state agency or higher education institution was 16.2 percent.



Compensation Information^a

The average agency salary in fiscal year 2012 of \$42,192 represented an increase of 10.2 percent compared to the average agency salary in fiscal year 2008. In fiscal year 2012, 97.5 percent of employees were paid below the salary range midpoints in which they were assigned; and expenditures for salary and benefits were higher compared to fiscal year 2008.

Salary and Benefits Expenditures (in Millions)



Average Salary Trends

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012
Public Counsel	\$105,000	\$ 105,000	\$ 115,500	\$ 115,500	\$ 115,500
Agency Average	\$ 38,276	\$ 39,239	\$ 39,584	\$ 40,792	\$ 42,192
Article Average	\$ 46,829	\$ 48,295	\$ 49,835	\$ 50,584	\$ 51,237
Statewide Average	\$ 37,350	\$ 38,461	\$ 39,265	\$ 39,804	\$ 40,160

Note: With the exception of the public counsel, average salary is for classified regular, full-time employees only.

Number of and Total Dollars Spent on Salary Actions

	Fiscal Year 2011		Fiscal Year 2012	
	Actions	Dollars Spent	Actions	Dollars Spent
Promotions	34	\$ 89,271	39	\$ 104,365
Merits	10	\$ 14,648	13	\$ 33,941
One-Time Merits	114	\$ 582,500	53	\$ 76,000
Equity Adjustments	2	\$ 4,827	95	\$ 73,992
Reclassifications	3	\$ 0	4	\$ 0
Totals	163	\$ 691,246	204	\$ 288,298

^a Turnover, salary trends, and salary action information was prepared from quarterly and year-end summary information received from the Comptroller of Public Accounts' Uniform Statewide Payroll/Personnel System (USPS), the Human Resource Information System (HRIS), and the Standardized Payroll/Personnel Reporting System (SPRS). Unless otherwise indicated, these data are reported for classified regular, full-time and part-time employees. Salary and benefit information was taken from the Uniform Statewide Accounting System of Texas.

Job Classifications^b

Fiscal Year 2012 Major Occupational Categories	Agency Job Classifications
	<p>In fiscal year 2012, the majority (91.7 percent) of employees were classified in the following job titles: Ombudsman (56.6 percent), Customer Service Representative (26.1 percent), Attorney (4.4 percent), Information Specialist (2.6), and Staff Services Officer (2.0 percent).</p>
	Classification Compliance Audits
	<p>During the past two years, the agency did not participate in any classification compliance audits.</p>

Fiscal Year 2012 Workforce Demographics^b

On average, employees at the agency were 47.2 years of age and had 4.2 years of agency length of service. Of the agency's employees, 77.9 percent were 40 years of age or older, and 56.8 percent had fewer than 5 years of agency length of service. The Employees Retirement System estimates that between fiscal years 2012 and 2015, 17.3 percent of the agency's workforce will be eligible to retire (based on fiscal year 2012 data).

Gender	Ethnic Group
Age	Agency Length of Service

^b Job classification and demographic information was prepared from quarterly and year-end summary information received from the Comptroller of Public Accounts' Uniform Statewide Payroll/Personnel System (USPS), the Human Resource Information System (HRIS), and the Standardized Payroll/Personnel Reporting System (SPRS). Data includes classified regular, full-time and part-time employees. Demographic data may appear skewed for agencies with fewer than 50 employees.

Survey of Employee Engagement^c

The Survey of Employee Engagement, administered by The University of Texas at Austin, is an instrument that measures employees' job satisfaction and employees' perceptions of the effectiveness of the agency. Scores range from 1 to 5, with 5 being the highest. Overall, the agency's score is higher than the state average and has decreased since the last survey cycle.

Percent of Employees Who Intend to Leave Within 1 Year ^d	Overall Employee Satisfaction

^c Information on the Survey of Employee Engagement was received from the Organizational Excellence Group at The University of Texas at Austin.

^d Percentage is based on the number of employees who answered the question.