

Actual Performance for Outcome Measures
 80th Regular Session, Performance Reporting
 Automated Budget and Evaluation System of Texas (ABEST)

DATE: 11/6/2008
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Agency code: 448

Agency name: Office of Injured Employee Counsel

Type/Objective/Measure	2008 Target	2008 YTD	Percent of Annual Target
<u>1-1 ENSURE FAIR RULES & ACT AS RESOURCE</u>			
3 % RULES CHANGED FOR BENEFIT OF IE	50.00 %	58.33 %	116.66 % *
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel (OIEC) analyzes and actively participates in both the Texas Department of Insurance (TDI) and Division of Workers' Compensation (DWC) rule initiatives to carryout its statutory mission to advocate on behalf of the injured employees of Texas pursuant to Texas Labor Code §§404.101 and 404.104. OIEC exceeded the target because TDI incorporated its comments into more adopted rules than projected.			
<u>3-1 OMBUDSMAN PROGRAM</u>			
1 % DISPUTES W/ OMBUDSMAN ASSISTANCE	45.00 %	40.09 %	89.09 % *
<u>Explanation of Variance:</u> OIEC's Ombudsman Program assists all injured employees who request assistance in the dispute resolution process. Ombudsmen assisted in fewer proceedings than projected because targets for OIEC's FY 2008 performance measures were based on limited data available to the agency at the time.			
2 % CCH ISSUES PREVAILED W/ OMBUDSMAN	40.00 %	41.77 %	104.43 %
3 % APPEAL ISSUES PREVAILED W/ OMBUDS	40.00 %	31.59 %	78.98 % *
<u>Explanation of Variance:</u> During the appeal process, the Ombudsman assists all injured employees that request assistance with preparing an appeal or a response to an appeal and getting the documents filed timely. Injured employees did not prevail as often as projected during FY 2008 because targets for OIEC's FY 2008 performance measures were based on limited data available to the agency at the time.			

* Varies by 5% or more from target.