

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

DATE: 11/6/2008
 TIME: 9:13:32AM
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Agency code: 448

Agency name: Office of Injured Employee Counsel

Type/Strategy/Measure	2008 Target	2008 Actual	2008 YTD	Percent of Annual Target
Output Measures				
<u>1-1-1 PARTICIPATE IN RULEMAKING</u>				
1 NUMBER OF RULES ANALYZED BY OIEC				
Quarter 1	22.00	2.00	2.00	9.09 % *
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel (OIEC) analyzes 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 is not responsible for either TDI's or DWC's rulemaking timeline nor its initiatives.				
Quarter 2	22.00	10.00	12.00	54.55 %
Quarter 3	22.00	4.00	16.00	72.73 %
Quarter 4	22.00	8.00	24.00	109.09 % *
<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 has no control over this measure and exceeded the target because more rules were adopted during the fiscal year than projected, which resulted in more rules analyzed by OIEC.				
2 # RULE PROCESS W/OIEC PARTICIPATION				
Quarter 1	17.00	2.00	2.00	11.76 % *
<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 is not responsible for either TDI's or DWC's rulemaking timeline nor its initiatives.				
Quarter 2	17.00	9.00	11.00	64.71 % *
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel (OIEC) 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 is not responsible for either TDI's or DWC's rulemaking timeline nor the number of its initiatives of rules in a reporting period.				
Quarter 3	17.00	3.00	14.00	82.35 % *
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel (OIEC) 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 is not responsible for either TDI's or DWC's rulemaking timeline nor the number of its initiatives of rules in a reporting period.				
Quarter 4	17.00	3.00	17.00	100.00 %
<u>3-1-1 OMBUDSMAN PROGRAM</u>				

* Varies by 5% or more from target.

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2 # OF BRC W/ OMBUDSMAN ASSISTANCE				
Quarter 1	8,000.00	1,380.00	1,380.00	17.25 % *
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel (OIEC) is a new state agency that became operational in March 2006. Targets for OIEC's performance measures were based on the limited data available to the agency at the time. Additionally, while OIEC's targets are sound estimates of staff performance, OIEC has hired new staff as the agency pursues its mission to assist, educate, and advocate on behalf of injured employees.				
Quarter 2	8,000.00	1,279.00	2,659.00	33.24 % *
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel (OIEC) is a new state agency that became operational in March 2006. Targets for OIEC's performance measures were based on the limited data available to the agency at the time. Additionally, while OIEC's targets are sound estimates of staff performance, OIEC continues to hire staff as the agency pursues its mission to assist, educate, and advocate on behalf of injured employees.				
Quarter 3	8,000.00	1,174.00	3,833.00	47.91 % *
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel (OIEC) is a new state agency that became operational in March 2006. Targets for OIEC's performance measures were based on limited data available to the agency at the time.				
Quarter 4	8,000.00	1,180.00	5,013.00	62.66 % *
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel (OIEC) is a new state agency that became operational in March 2006. Targets for OIEC's performance measures were based on the limited data available to the agency at the time and fewer Benefit Review Conferences were held in FY 2008 than projected.				

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Output Measures				
4 # OF CCH W/ OMBUDSMAN ASSISTANCE				
Quarter 1	2,700.00	472.00	472.00	17.48 % *
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel (OIEC) is a new state agency that became operational in March 2006. Targets for OIEC's performance measures were based on the limited data available to the agency at the time. Additionally, while OIEC's targets are sound estimates of staff performance, OIEC has hired new staff as the agency pursues its mission to assist, educate, and advocate on behalf of injured employees.				
Quarter 2	2,700.00	566.00	1,038.00	38.44 % *
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel (OIEC) is a new state agency that became operational in March 2006. Targets for OIEC's performance measures were based on limited data available to the agency at the time.				
Quarter 3	2,700.00	521.00	1,559.00	57.74 % *
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel (OIEC) is a new state agency that became operational in March 2006. Targets for OIEC's performance measures were based on limited data available to the agency at the time.				
Quarter 4	2,700.00	466.00	2,025.00	75.00 % *
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel (OIEC) is a new state agency that became operational in March 2006. Targets for OIEC's performance measures were based on the limited data available to the agency at the time and fewer Contested Case Hearings were held in FY 2008 than projected.				

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Output Measures

5 # OF OMBUDSMAN APPEAL PREPS

Quarter 1	875.00	136.00	136.00	15.54 % *
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Explanation of Variance: The Office of Injured Employee Counsel (OIEC) is a new state agency that became operational in March 2006. Targets for OIEC's performance measures were based on the limited data available to the agency at the time. Additionally, while OIEC's targets are sound estimates of staff performance, OIEC has continued to hire staff as the agency pursues its mission to assist, educate, and advocate on behalf of injured employees.

Quarter 2	875.00	125.00	261.00	29.83 % *
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Explanation of Variance: The Office of Injured Employee Counsel (OIEC) is a new state agency that became operational in March 2006. Targets for OIEC's performance measures were based on the limited data available to the agency at the time. Additionally, while OIEC's targets are sound estimates of staff performance, OIEC has continued to hire staff as the agency pursues its mission to assist, educate, and advocate on behalf of injured employees.

Quarter 3	875.00	146.00	407.00	46.51 % *
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Explanation of Variance: The Office of Injured Employee Counsel (OIEC) is a new state agency that became operational in March 2006. Targets for OIEC's performance measures were based on the limited data available to the agency at the time.

Quarter 4	875.00	145.00	552.00	63.09 % *
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Explanation of Variance: The Office of Injured Employee Counsel (OIEC) is a new state agency that became operational in March 2006. Targets for OIEC's performance measures were based on the limited data available to the agency at the time and fewer injured employees were assisted in FY 2008 than projected.

* Varies by 5% or more from target.