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Task	Date	Program/Section	Status (Completed / Pending)
Customer Service will implement the fatality outreach process.	Sep-09	Customer Service	Completed.
Customer Service will review and revise measures used to track Resource Box referrals to assure timely and quality customer service response.	Sep-09	Customer Service	Supervisors will randomly review the Resource Box referrals to determine that they have been timely accessed, disputes identified, early intervention processes properly and completely performed, and unresolved issues forwarded to Ombudsman program.
Prepare comments to TDI proposed rules concerning setting OIEC a Utilization Review Advisory Committee.	Sep-09	Legal Services	Provided rule comments in September 2009. The Deputy Public Counsel was appointed by Commissioner Geeslin to serve on the advisory board.
Prepare a quarterly case study to include in the Quarterly Review Newsletter. The focus of the case study will be on early intervention and case development activities and resolution of the case. These studies will serve to educate the OIEC Team and injured employees who read the agency newsletter about important issues in workers' Compensation that they may encounter and will provide guidance on successful handling of those matters.	Sep-09	Legal Services	Ongoing as part of the agency's quarterly newsletter.
Review the Division of Workers' Compensation informal working draft of the eBill rules.	Sep-09	Legal Services	Reviewed the informal draft of the rule and determined that OIEC had no issues with the rule.

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Prepare a form for HIPPA authorization so that agency employees will have a form to use whenever a medical service provider insist a HIPPA authorization before releasing medical records.	Sep-09	Legal Services	Completed.
Create a new public outreach presentation which incorporates basic workers' compensation concepts and an OIEC overview.	Sep-09	Operations Section	Completed.
Deliver outreach presentation to Texas Animal Health Commission to educate them on basic workers compensation and OIEC.	Sep-09	Operations Section	Completed. The Communications Specialist spoke to approximately 35 employees at TAHC. They are a high risk employer and were interested in learning about the workers' compensation system and OIEC's services. They have requested that OIEC present at their field staff workshops in October 2009 and November 2009.
Submit paperwork for the Ombudsman Program job classification changes that were approved by the State Auditors Office.	Sep-09	Operations Section	SAO sent notice on April 28th that job classifications are under review and final documents is being prepared for legislative approval. New classifications were approved in SB 1. OIEC has submitted the classification changes. Task Completed.
Follow-up Audit on the Post Payment Audit performed by the Comptroller's Office November 30, 2007.	Sep-09	Operations Section & Internal Auditor	Completed. Final Report issued January 2010.

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An analysis of the Director and Supervisor Surveys (Leadership Surveys) to determine agency's strength and areas for potential improvement.	Sep-09	Quality Assurance Section	Completed.
Publish the Quality Assurance Plan for OIEC Field Offices for FY 2010. Plan will describe evaluation methods to assess the effectiveness of guidelines, procedures, programs, and training in the OIEC field offices.	Sep-09	Quality Assurance Section	The Field Office Quality Assurance Plan for FY 2010 was approved by the Deputy Public Counsel.
Videotape and make available web-based adjuster credits for Practical Skill Training 6. This will permit Ombudsmen or other OIEC employees who need adjuster credits but who miss the training to obtain the necessary adjuster CEU credits. It will also make the training available to employees who begin employment with OIEC after the training has been given.	Sep-09	Legal Services	A purchase requisition was submitted for a special use personal computer in March 2010 to accomplish this initiative. The special use computer was received in July 2010. The editing process began in July and an audio problem was discovered that cannot easily be remedied. In light of the delay involved in obtaining the editing hardware and software, a decision has been made to treat this effort as a test of the equipment. The October 2010 practical skills will be videotaped as part of the ongoing effort to offer web-based training.
Provide guidance to agency employees on how to handle carrier waiver issues in light of the Supreme Court's decision in <i>Lawton</i> .	Sep-09	Legal Services	The guidance included preparing and sending out written advice to staff as well as an oral presentation at an agency meeting.

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Prepare fiscal size-up and submit as required by the Legislative Budget Board. The size-up contains information on each of the state agencies in Texas.	Sep-09	Operations Section	Completed.
Submit the Self-Evaluation Report to the Sunset Advisory Commission.	Sep-09	Operations Section	Completed.
OIEC staff to attend Sunset Orientation on October 14, 2009.	Oct-09	All Program Areas	Completed.
Prepare overview of OIEC for Sunset and Legislative staff.	Oct-09	All Program Areas	Completed.
Customer Service will create and develop a CSR "Helpful Tips" column to be posted on the OIECNet to increase efficiency and effectiveness of providing injured employees accurate information.	Oct-09	Customer Service	The letters were posted in February 2010.
Customer Service will develop an Early Intervention/Index check list to be used by the Customer Service Representatives when identifying disputes and following the early intervention procedure.	Oct-09	Customer Service	Completed.

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<p>The Director will develop specialized form letters to be posted on the OIECNet for use by Customer Service Representatives to ensure consistency amongst all field offices.</p>	<p>Oct-09</p>	<p>Customer Service</p>	<p>Completed.</p>
<p>The Annual Internal Audit Report for FY 2009 will be submitted to the State Auditors Office, and other oversight entities.</p>	<p>Oct-09</p>	<p>Internal Audit</p>	<p>Completed.</p>
<p>The Internal Auditor will develop and the Public Counsel will approve a risk-based Internal Audit Plan for FY2010.</p>	<p>Oct-09</p>	<p>Internal Audit</p>	<p>Completed.</p>
<p>Create a standardized letter for the OIEC Team to use to request evidence-based medical opinions to establish medical necessity from the injured employee's treating doctor. Receipt of this kind of evidence is critical to providing assistance to injured employees in the medical dispute resolution process.</p>	<p>Oct-09</p>	<p>Legal Services</p>	<p>The evidence-based medical letter was finalized and sent to the OIEC team in January 2010.</p>

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Coordinate training in medical research with medical school librarians. Emphasis will be placed on locating evidence-based medicine to establish medical necessity of proposed and disputed treatment.	Oct-09	Legal Services	Training was delivered at medical school libraries in Fort Worth, Houston, Dallas, Harlingen, El Paso, Lubbock, San Antonio, and Midland from October 29th through November 13th.
Director of Legal Services will visit all field offices where RSAs are located to consult with the RSAs and assess how the program is functioning.	Oct-09	Legal Services	Visits to all RSAs have been completed as of November 9, 2009.
3rd Quarter 2009 OIEC Newsletter will be distributed. This informs system participants of OIEC's services and highlights.	Oct-09	Operations Section	Completed.
Create OIEC page on Facebook to harness technology and enhance OIEC's outreach to the public.	Oct-09	Operations Section	Completed in November 2009. The OIEC Facebook page is entitled OIEC. "Fans" of the OIEC page will receive updates about the agency and its outreach programs.
The SORM 200 Report is due. This report collects information on what an agency's expenditures are for risk management activities.	Oct-09	Operations Section	Completed.
Draft a memorandum to the Public Counsel on peer review trends and their use in the workers' compensation system as revealed through the agency's data collection efforts.	Oct-09	Operations Section	Completed January 2010.

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Prepare an OIEC Supervisor Handbook for human resource issues of hiring, evaluations, discipline, etc. to assist supervisors.	Oct-09	Operations Section	The Handbook finalized was provided to all OIEC supervisors.
Prepare for performance measure data collection reporting for FY 2010. These are internal documents used to track performance that are submitted to the Legislative Budget Board.	Oct-09	Operations Section	Completed.
Present overview of OIEC Services at the Texas Animal Health Commission's Inspector Work Conference in San Marcos, Texas.	Oct-09	Operations Section	Completed.
Create OIEC page on Twitter to harness technology and enhance OIEC's outreach to the public.	Oct-09	Operations Section	Completed November 2009. The OIEC Twitter page is entitled OIEC, as the official name was not allowed due to length. "Followers" of the OIEC page will receive updates about the agency and its outreach programs.
Increase the number of informal packets (folders/brochures) given to injured employees by mailing them to those on the initial contact list.	Oct-09	Operations Section & Customer Service	Customer Service staff in all field offices are sending the outreach packet to injured employees on the initial contact list so that they have the information early in their claim.
Establish an agency-wide handbook to be used by the Ombudsman Program and Customer Service	Oct-09	Quality Assurance Section	Completed in June 2010.

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Report the agency's 4th quarter performance measures to the Legislative Budget Board and other regulatory entities.	Oct-09	Operations Section	Completed.
A Leadership Conference will be held to focus on the Sunset Advisory Commission Review and Employee Relations. Attendees will be OIEC Director, Associate Directors, and Supervisors.	Nov-09	All Program Areas	The Leadership Conference was held November 5-6, 2009. An Employee Relations Handbook was presented to all supervisors that provides a reference for hiring, leave, performance evaluation, and employee discipline issues.
As part of the Public Counsel's Leadership Training Program, all Directors shall complete a mission statement for their respective position. The statement shall be shared with the Deputy Public Counsel and the Director's Supervisors and Associate Directors. This exercise is being conducted in an effort to increase communication amongst the agency, which is vital to serving as an effective leader.	Nov-09	All Program Areas	All Supervisors completed their Mission Statements and were discussed at the November Leadership Conference.
Review the agency Return To Work program and submit to SORM as required.	Nov-09	Legal Services	Completed.

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<p>Contact medical schools to develop a relationship where medical school professors might provide expert evidence or testimony in cases where efforts to obtain evidence-based medicine to establish medical necessity have proven unsuccessful. Receipt of this kind of evidence is critical to providing assistance to injured employees in the medical dispute resolution process. If the response to this initiative is favorable, Legal Services intends to contact other medical schools around the State to develop similar relationships.</p>	<p>Nov-09</p>	<p>Legal Services and Operations Section</p>	<p>The Southern Region Regional Staff Attorney (Jose Cuellar) is attempting to develop a relationship with UTMB to see if there is anyway we can develop a partnership with the hospital for purposes of obtaining expert testimony. Jose sent a letter attempting to make contact. Legal Services contact with UTMB did not yield results. We have identified individual contacts at medical schools around the state and efforts are ongoing to determine willingness to partner with OIEC in medical dispute cases.</p>
<p>Revise agency's plan to include new WorldLingo translation software on the agency's website.</p>	<p>Nov-09</p>	<p>Operations Section</p>	<p>Completed.</p>
<p>Submit OIEC's operating budget for FY10 in ABEST to the Legislative Budget Board and the Governors Office.</p>	<p>Nov-09</p>	<p>Operations Section</p>	<p>Completed.</p>
<p>Present overview of OIEC Services at the Texas Animal Health Commission's Inspector Work Conference in San Marcos, Texas.</p>	<p>Nov-09</p>	<p>Operations Section</p>	<p>This presentation was delivered to the employees who attended the second session of their annual conference.</p>

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Develop and finalize Records Retention Plan for OIEC paper and electronic documents that complies with State requirements.	Nov-09	Operations Section	The Reporting Analyst met with the Directors on February 8th to finalize the Record Retention Plan. The OIEC Retention Plan was submitted to the Texas State Library for approval on February 12th. The Records Retention Schedule was approved in April 2010.
Add new page on OIEC Intranet for letters that CSRs use and include link to it from the CSR home page.	Nov-09	Operations Section	The modification of a final list of letters was completed at the end of January 2010. A new page for Customer Service Representative letters were created and all letters were posted on the website in February 2010.
Director of Customer Service will work with the Quality Assurance Section to set up a new minimum observation and monitoring standards.	Dec-09	Customer Service	Completed.
Customer Service will develop a mentor program . When one CSR is out of the office, the "Mentor" can provide resource box and referral coverage as well as being a resource to utilize when working on a difficult process or dispute.	Dec-09	Customer Service	Completed.
The Internal Auditor will perform an audit of the Customer Service Division.	Dec-09	Internal Audit & Customer Service	Audit and Final Report completed in February 2010.
Prepare comment on the DWC informal proposal of rules regarding Benefit Review Conferences.	Dec-09	Legal Services	Comment provided to DWC on December 14, 2009. Ombudsman input was provided to Legal Services on December 11, 2009.

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Prepare comment on the TDI proposed 2010 Research Agenda for Workers' Compensation.	Dec-09	Legal Services	Comment provided to DWC.
Prepare comment on the TDI informal draft rule regarding Texas Detailed Claim Information Statistical Plan.	Dec-09	Legal Services	Comment provided to DWC.
Propose Sick Leave rule as required by the Texas Government Code §§661.002 - .008.	Dec-09	Operations Section	The proposed rule published in the <i>Texas Register</i> on October 12, 2009. Comment period ended November 23, 2009. The rule was adopted on 12/16/09 and sent to the <i>Texas Register</i> on 12/17/09. The rule published on January 1, 2010 (effective date January 6, 2010).
Complete an analysis of the Peer Review data base to determine if the injured employee prevailed at the Contested Case Hearing.	Dec-09	Operations Section	The Public Counsel has completed his review of all peer review data. The agency will no longer be collecting this information as a result of OIEC findings.
Review all OIEC Performance Evaluations for Fiscal Year 2007 through Fiscal Year 2009 to determine scoring history and potential patterns.	Dec-09	Operations Section	Completed.
Create a dedicated page on the OIEC Internet for DRIS information, tips and directives.	Dec-09	Operations Section	Completed.
Update Quarterly Review Distribution List to include key customers.	Dec-09	Operations Section	Completed.

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<p>Create a small project and work with Texas Department of Insurance Information Technology to modify the initial Contact List used for outreach calls to include additional information.</p>	<p>Dec-09</p>	<p>Operations Section</p>	<p>Completed.</p>
<p>Customer Service will work with Internal Audit and Quality Assurance to develop activity codes to be used with the telephone monitoring system.</p>	<p>Jan-10</p>	<p>Customer Service</p>	<p>Pilot Project Completed. Codes have been turned on for all offices/CSRs to use as of April 2010.</p>
<p>Customer Service will obtain and present video training to be used in helping Customer Service Representatives in their soft skills development.</p>	<p>Jan-10</p>	<p>Customer Service</p>	<p>Due to mandatory budget cuts, additional videos to be distributed to the field offices cannot be ordered or copied. A schedule of viewing times are being set up, beginning with the Dallas field office. The videos will be sent from office to office for staff to view. Due to these constraints and the length of time that it will take to send the videos from office to office, a Professional Customer Service PowerPoint training session was developed and will be presented at the yearly conference in June.</p>
<p>The Director of Customer Service and Supervisors will develop oral and written instructions to be presented to the CSRs at the time that the revised Early Intervention/Case Development Procedure is adopted.</p>	<p>Jan-10</p>	<p>Customer Service and Ombudsman Program</p>	<p>The Director has provided a memorandum to the CSR staff which enhanced the early intervention instructions presented in the procedure. The Customer Service Supervisors are working with the Ombudsman Supervisors. Meetings have been conducted with staff from both programs (in small groups) to review the new procedure and share and address questions and concerns.</p>

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The Director of Customer Service will develop a uniform policy to ensure that all injured employees have a DWC 41 form for every claim.	Jan-10	Customer Service and Ombudsman Program	The Director of Customer Service provided a directive to the Customer Service Program that provides direction for verifying that a DWC 41 form has been filed and for assisting injured employees in filing the DWC 41 form for every claim. Compliance will be monitored on a quarterly basis.
The Internal Auditor will perform a follow-up audit on the agency's complaint process.	Jan-10	Internal Audit	Audit and Final Report completed in February 2010.
Update, review and finalize procedures (Admin 08-02 Constituent Assistance, Admin 09-03 Constituent Fatality Notice, and Admin 10-01 Purchasing Procedure).	Jan-10	Legal Services	Completed.
Update and finalize Field Procedure 08-04 regarding RSA's providing legal assistance to the OIEC team.	Jan-10	Legal Services	Completed.
Update and finalize Administrative Procedure 08-05 regarding OIEC travel.	Jan-10	Legal Services	Revised draft has been completed and submitted to the Deputy Public Counsel for review in January 2010. Finalized procedure and presented to OIEC Team March 2010.
Update and finalize early intervention and case development field procedure 08-05.	Jan-10	Legal Services	Completed.

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DWC Rules §132.6, §132.11 and §122.100 regarding death benefits proposed for comment.	Jan-10	Legal Services	Comment submitted to DWC.
Create standardized letters of clarification (LOC) to the Independent Review Organization (IRO) to be used when the IRO did not have relevant records to review or when the opinion is unclear. This information will also prove helpful in assisting injured employees in the medical dispute resolution process.	Jan-10	Legal Services	Standardized LOC request to IRO and distributed to the OIEC Team in January 2010.
DWC Rule §137.5 Certified Case Managers rule proposed for comment.	Jan-10	Legal Services	Comment submitted to DWC.
Amicus Brief filed with Dallas Court of Appeals in Bell v. Zurich American Ins. Co.	Jan-10	Legal Services	Brief filed with Dallas Court of Appeal on January 19, 2010.
Amicus Brief filed with Texas Supreme Court in Transcontinental Ins. Co. v. Crump.	Jan-10	Legal Services	Brief filed with Supreme Court on January 6, 2010.
Create poster for the new Survey of Employee Engagement to bring attention to the importance of completing the survey and it's deadline.	Jan-10	Operations Section	Completed. The poster was developed and four copies were printed and sent to each field office to publicize the dates of the survey. A copy of the poster was also posted on the OIEC intranet.

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Develop additional guidance for using the Dispute Tracking Sheet and Dispute Resolution Information System Codes.	Jan-10	Operations Section	The supplemental question & answers were distributed to staff in February 2010 and posted in the intranet.
All OIEC Attorneys will become members of the State Bar College (Membership period is January - December).	Jan-10	Operations Section	All OIEC Attorneys are members of the State Bar College.
Complete the Spanish translation updates on the OIEC website.	Jan-10	Operations Section	The main pages have been translated. A subscription to WorldLingo has been purchased. There is a new link on the OIEC internet to translate the main content into different languages, including Spanish.
Publish Quarterly Newsletter, 1st Quarter 2010	Jan-10	Operations Section	Completed. The Quarterly Review was published in January. Due to budget concerns, the newspaper will now be published in digital format only (no paper copies). The newsletter distribution was expanded to include TDI key staff, DWC key staff, and additional stakeholders.
Send all required documents to the State Depository as authorized under <i>V.T.C.A., Government Code 441.01 et seq.</i> , (referred to as the State Depository Law) and is administered by the Texas State Library and Archives.	Jan-10	Operations Section	Completed.

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Submit 1st Quarter FY 2010 key output and efficiency measures and FY 2009 performance of new FY 2010 key measures in ABEST.	Jan-10	Operations Section	Completed.
Responded to Sunset regarding the Sunset Commission's Board (ATB) recommendations.	Jan-10	Operations Section	Completed.
Respond to questions received on January 14 from Sunset Commission staff.	Jan-10	Operations Section	Completed.
Respond to questions received from the LBB pertaining to OIEC's 2010 Operating budget.	Jan-10	Operations Section	Completed. Response included a revised FY 2010 Operating Budget. ABEST was updated and the status set to complete.
Develop a Set of Standards on when to use the Change of Ombudsman Form, OMB-05.	Jan-10	Quality Assurance Section/ Ombudsman Program	Completed in December 2009. A memo was sent to OIEC Staff by the Deputy Public Counsel.
Develop a new employee packet from Legal Services for both Ombudsmen and Customer Service Representatives.	Feb-10	Legal Services	New Employee Packet from Legal Services finalized. It will be incorporated in other materials provided to new OIEC employees.
Ombudsman Leads in all of the field offices will update the social services directory.	Feb-10	Ombudsman Program	Completed.

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Develop a new death benefits brochure to educate beneficiaries about benefits that may be due after a fatality occurs.	Feb-10	Operations Section	The printed brochures have been received and distributed to the field offices.
Prepare and submit 5 percent Reeducation Plan for 2010-2011 Biennium.	Feb-10	Operations Section	The 5 percent reduction plan was submitted via ABEST to the Legislative Budget Board, Governor's Office, and placed on OIEC's website as required.
Redesign Employer Notice of Ombudsman Program and have color copies made.	Feb-10	Operations Section	This project has been amended due to budgetary concerns. The Notice has been redesigned to be consistent with other OIEC Publications, but OIEC will not print the copies. Customers will be able to print their own copies available on the OIEC website and will have the option to print color or black and white. Revised Notices have been posted on the OIEC Internet and were noted Quarterly Review newsletter.
Propose injured employee rights and responsibility rules, as a result of HB 673, 81st Texas Legislative Regular Session, 2009.	Feb-10	Operations Section	OIEC staff met with DWC staff to coordinate this rulemaking initiative. The informal version of the rule was posted on the OIEC website for comment. The comment period ended December 4, 2009. The proposed rule was submitted to the <i>Texas Register</i> on December 28, 2009. The public comment period ended on February 7, 2010. The rule was adopted and submitted to the Texas Register. Effective date March 22, 2010.
Contract with the University of Texas to develop and administer the Survey of Organizational Excellence. Distribute results February 2010.	Feb-10	Quality Assurance Section	Administration of the survey to OIEC staff has been completed and a 100 percent participation rate was achieved. The agency received the results of the survey and the information was been correlated for dissemination. The report has been printed and distributed.

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Provide suggestions for additions to the OIEC List of Approved Acronyms and Abbreviations for use in DRCD log entries.	Feb-10	Quality Assurance Section	Completed - Executive Management has approved additions to the list. The revised list was distributed to agency staff.
Customer Service will develop and store a tracking sheet on the "N" drive to be used to track employees' training, observation, and call monitoring.	Mar-10	Customer Service	Completed and in use.
The Director of Customer Service will develop a uniform policy to ensure the professional quality of customer service presented to customers.	Mar-10	Customer Service	The Director of Customer Service provided a directive to the Customer Service Program that provides in-depth direction for providing professional customer service.
The Internal Auditor will perform an audit of the Agency's Outreach Activities.	Mar-10	Internal Audit, Customer Service, and Operations Section	Completed in June 2010. OIEC management is developing new outreach strategies that will yield greater results concerning OIEC public outreach performance measures.
Comment on proposed informal draft §130.1 - version of AMA Guides to be used to determine impairment rating.	Mar-10	Legal Services	Comment submitted to DWC.
Comment on proposed rule regarding Return to Work Reimbursement Program.	Mar-10	Legal Services	Comment submitted to DWC.
Comment on Texas Department of Insurance, Research and Evaluation Group's Research Agenda.	Mar-10	Legal Services	Comment Submitted to TDI.

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Comment on informal draft of Pharmacy Closed Formulary.	Mar-10	Legal Services	Comment Submitted to DWC.
Reviewed and revised Procedure Admin 10-04 OIEC Emergency Action Plan.	Mar-10	Legal Services	Distributed to OIEC Team.
Reviewed and revised Field 08-03 90-day Finality Procedure and Field 08-05 Early Intervention Case Development Procedure.	Mar-10	Legal Services	Distributed to OIEC Team at teleconference.
Review, revise, and distribute Practical Resource Guide to be used as part of training for new employee and desk reference for existing employees.	Mar-10	Legal Services & Training Committee	The Practical Resource Guide was approved and distributed to staff in May 2010.
Develop procedure/guidelines for OIEC employees to use when dealing with potential violent, suicidal, and homicidal injured workers.	Mar-10	Ombudsman Program	Completed.
Establish Rule Review for OIEC Rules as required by the Texas Government Code §2001.039.	Mar-10	Operations Section	The proposed submission for Chapter 276 was submitted to the <i>Texas Register</i> in April 2010. The adoption was submitted to the <i>Texas Register</i> in May. The adoption will publish in June 11th edition of the <i>Texas Register</i>.

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Reorganize OIEC's master files in central office so documents are organized in a more efficient manner.	Mar-10	Operations Section	Completed.
Review OIEC Early Intervention and Case Development and MMI/IR Procedures.	Mar-10	Quality Assurance	Completed review and submitted suggestions for revisions to procedures.
Create a power-point and Pre-BRC Dispute Resolution for posting to the OIEC Training Page.	Mar-10	Quality Assurance	Completed draft and submitted the Training Committee for approval. The Training Committee has posted updated training to the OIEC Training Page .
The Internal Auditor will perform an audit of the Legal Services Division.	Apr-10	Internal Audit & Legal Services	Completed.
Commented on the informal draft of the designated doctor rules.	Apr-10	Legal Services	Comment submitted to DWC.
Reviewed and revised ombudsman training Manual and handbook.	Apr-10	Legal Services	Completed.
Reviewed and revised outreach procedure.	Apr-10	Legal Services	Completed.
Reviewed and revised one section of the OIEC Employee Manual concerning complaints and grievances and the agency complaint form.	Apr-10	Legal Services	Completed.

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The Quarterly Review Newsletter, 1st Quarter, 2010, to be published.	Apr-10	Operations Section	Completed.
Submit 2nd Quarter FY 2010 key output and efficiency measures in ABEST.	Apr-10	Operations Section	Submitted March 25, 2010.
Submit revised FY 2012-2013 Budget Structure, including measures and definitions to the LBB and Governor's Office.	Apr-10	Operations Section	Completed.
Respond to request for information from the Speaker's Office.	Apr-10	Operations Section	Completed.
Develop article for Insurance of Council of Texas to include in their April, Texas Workers' Compensation Newsletter.	Apr-10	Operations Section	Completed.
Created an outreach procedure and form.	Apr-10	Operations Section	Completed.
Analyze the OIEC 2009 Customer Satisfaction Survey data and provide a final report of the survey results.	Apr-10	Quality Assurance Section	Completed.
Develop and deliver training for OIEC staff to ensure customer contacts are accurately logged into DRCD. The course focuses on the entry of inquiry codes, text, and agency approved acronyms and abbreviations.	Apr-10	Quality Assurance Section	Completed training in the five largest field offices and training via teleconferences for the rest of the field offices in December 2009. Training at the annual conference in June 2010 with break-out sessions for both Customer Service and Ombudsman Program.

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Develop a training course for OIEC staff to help them handle their workload. Course will focus on "Calendar Centric" method of time management.	Apr-10	Quality Assurance/Internal Audit	After further study, it was determined that the calendar centric method is more suited to project focused job responsibilities rather than to the ever changing demands of field office staff. Therefore, another type of time management will be sought for the OIEC Conference.
The training committee will provide new training slideshows to replace outdated training on the OIECNet.	Apr-10	Training Committee	All of the training modules have been updated.
Develop and deliver Practical Skills Training to the Ombudsmen. The training will focus on developing necessary medical evidence for both indemnity and medical dispute resolution through written correspondence with the health care providers.	Apr-10	Legal Services	In March two of the staff attorneys prepared materials for the practical skills training titled, "Effectively Questioning Physicians on Medico-Legal Issues." The training was given to the ombudsman in April 2010.
Conduct a pilot project in the San Antonio field office on use of the newly formatted macros.	May-10	Customer Service	Macros were tested and feedback was sent to the quality assurance section.
Prepared a draft of standard letters to be used in the preauthorization IRO process and revisions to an existing ombudsman letter.	May-10	Legal Services	New standard letters and revised ombudsman form were approved and sent to the OIEC Team in June 2010.
Review and revise appendices to customer service and ombudsman training manuals.	May-10	Legal Services	Completed.

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Submit OIEC's response to Sunset Advisory Commission staff report recommendations.	May-10	Operations Section	Completed.
Develop correspondence to send to legislators to let them know all courtesy copies of the OIEC reports will be sent electronically. Printed copies will be available upon request.	May-10	Operations Section	This change in business process is taking place in order to use OIEC funds conservatively in an effort to comply with the recent 5 percent budget reduction directive issued by the Governor's office.
Develop a response to DIR's request for information on the agency impact in changing the domain of OIEC to oiec.texas.gov.	May-10	Operations Section	Completed.
Present overview of OIEC Services and Legislative recommendations to Sunset Advisory Commission members, and other Legislators and their staff,	May-10	Operations Section	Completed.
Attend and testify at the Sunset Advisory Commission Public Hearing on the Sunset Advisory Commission Staff Report to be held on May 25th and 26th, 2010.	May-10	Operations Section	Completed.

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Ombudsman Program will create a focus group of field office Ombudsmen and assistants to develop and identify steps needed to improve team boosting and team morale. Recommendations will be submitted to the Director of Ombudsman Programs. These recommendations shall be shared with Deputy Public Counsel and Employee Relations.	May-10	Ombudsman Program & Customer Service	Recommendations adopted will be implemented during the OIEC Conference.
Customer Service will deliver training presentations on negotiation tactics and dispute resolution.	Jun-10	Customer Service	The Customer Service Director and Supervisors have worked with Legal Services to develop a presentation to be presented at the OIEC Conference in June.
A written procedure will be established for the initial contact project.	Jun-10	Customer Service	A written draft has been submitted for approval.
Develop additional standards for appropriate use of DRCD codes.	Jun-10	Customer Service	Completed.
Customer Service will develop and deliver training on identifying and providing assistance with medical necessity and extent of injury disputes.	Jun-10	Customer Service	Completed.

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The Internal Auditor will serve as liaison for the Texas Workforce Commission - Civil Rights Division audit of the OIEC Personnel Policies.	Jun-10	Internal Audit	TWC Auditor met with OIEC on 6/8/10 and reviewed personnel policies and procedures. The Director of the Civil Rights Division of TWC sent OIEC a letter on 6/17/10 certifying that agency policies and procedures are in compliance with the TX Commission on Human Rights Act.
The Internal Auditor and Quality Assurance Division will develop an in-house training program on effective time management.	Jun-10	Internal Audit & Quality Assurance	After further study, it was determined that the calendar centric method is more suited to project focused job responsibilities rather than to the ever changing demands of field office staff. Therefore, another type of time management will be sought for the OIEC Conference.
Provided comment on Detailed Claim Information Statistical Plan 28 TAC §5.6601	Jun-10	Legal Services	Completed
Provided comment on Informal Case Management Rule.	Jun-10	Legal Services	Completed.
Provided comment on BRC Rule Proposal.	Jun-10	Legal Services	Completed.
Review and revise Ombudsman Handbook.	Jun-10	Legal Services	Completed.
Review and revise Agency Strategic Plan	Jun-10	Legal Services	Completed.
Prepare agency response to EEO Audit by TWC Auditor.	Jun-10	Legal Services	Completed.

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Submit the Report on Customer Service to LBB and Governor's Office as per the Strategic Plan instructions.	Jun-10	Operations Section	Submitted in May 2010.
Submit Base Reconciliation in ABEST to the Legislative Budget Board.	Jun-10	Operations Section	Submitted June 28, 2010.
Hold 2010 Annual OIEC Conference	Jun-10	Operations Section	Conference was held June 23-25, 2010.
Create a DRCD Macros for use with Inquiry Codes 045, 032, LHL-009 and OCR.	Jun-10	Quality Assurance & Operations Section	Completed - Executive Management has approved the Macros and they were distributed to the agency staff in May 2010.
OIEC will exceed its early intervention target by at least 30 percent for FY 2010.	Jul-10	Customer Service and Ombudsman Program	Customer Service and Ombudsman Program data is under review.
Provided comment on IRO rule proposal.	Jul-10	Legal Services	Completed.
Revised Field Procedure 08-04 to include the questions to be addressed in the quarterly meetings between the RSAs, Ombudsman Supervisors and Associate Directors of the Ombudsman Program.	Jul-10	Legal Services	Completed.

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Create a focus group to review the current Dispute Tracking Sheet.	Jul-10	Ombudsman Program	The Focus Group has ended and several recommendations were proposed. The Director of the Ombudsman Program and the Associate Directors reviewed the recommendations, and implemented them in June at the OIEC Conference.
Enter approved FY 2012-2013 performance measure definitions into ABEST.	Jul-10	Operations Section	Completed June 30, 2010.
Submit the FY 2011-2015 Strategic Plan to the LBB, Governor's Office, and others as required per LBB instructions.	Jul-10	Operations Section	Completed.
Submit 3rd Quarter FY 2010 key output and efficiency measures in ABEST.	Jul-10	Operations Section	Completed.
Submit Workforce Plan to State Auditors Office.	Jul-10	Operations Section	Completed.
Begin Development of the 2010 Legislative Report due in November 2010.	Jul-10	Operations Section	Ongoing.
The Quarterly Review Newsletter 2nd Quarter, 2010 to be published.	Jul-10	Operations Section	Completed.

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Develop one standard form to evaluate phone contacts by Customer Service Representatives.	Jul-10	Quality Assurance Section	Quality Assurance Section and Customer Service completed joint procedures. QA-01 and CS-32 forms were completed on 7/26/2010 and posted to OIEC Intranet
Submit business initiatives for the FY 2011 business plan to operations analyst.	Aug-10	All Program Areas	Completed.
Create educational video about OIEC and its mission to be used for the new Federal Health Care Reform Staff.	Aug-10	Executive Management & Operations Section	Completed.
Provided comment on proposed designated doctor rules to the Division of Workers' Compensation.	Aug-10	Legal Services	Completed.
Provided comment on proposed pharmacy closed formulary rules to the Division of Workers' Compensation.	Aug-10	Legal Services	Completed.
Finalize procedure or directive concerning use of fuel cards to purchase gasoline for agency travel.	Aug-10	Legal Services	After consulting with staff at the Texas Department of Insurance, the Operations Analyst was informed that the fuel card could only be utilized for state owned vehicles. Further clarification has been requested from the Council on Competitive Government, and the agency is no longer pursuing this initiative.

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Three Ombudsman Associates will complete training.	Aug-10	Ombudsman Program	Completed.
Amend the ombudsman checklist	Aug-10	Ombudsman Program	Completed.
Submit the FY 2012-2013 Legislative Appropriations Request to the LBB, Governor's Office and others as required.	Aug-10	Operations Section	
Conduct quality control reviews of DRCD codes in the OIEC field offices for compliance with OIEC policy, procedure, and guidance. Make recommendations to improve compliance as needed.	Aug-10	Quality Assurance Section	During FY2010, Quality Assurance Section conducted quality reviews in 17 field offices and submitted reports and findings to program Directors and the Deputy Public Counsel.
Publish report of results of quality assurance field office reviews done during FY 2010.	Aug-10	Quality Assurance Section	Results were presented to the Deputy Public Counsel on August 31, 2010.

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Modification of the priority assignment of phone calls received by CSRs to create a more balanced work load, and create and utilize activity codes that correspond to performance measure codes.	Aug-10	Quality Assurance Section	Pilot project complete and priority assignments of phone calls to CSRs have been modified. Use of the new activity codes statewide will begin in May 2010.
Obtain 300,000 OGT entries (inquiry code used when an employee is assisted by telephone) by the OIEC Field Offices during Fiscal Year 2010.	Aug-10	Quality Assurance Section	As of August 31, 2010 there have been 252,581 OGT entries made.
Identification of 24,000 disputed issues by the Field Offices during Fiscal Year 2010.	Aug-10	Quality Assurance Section	As of August 31, 2010 OIEC has identified 23,564 disputes.
Implement the Best Companies to Work for in Texas survey.	Aug-10	Quality Assurance Section	Survey went live on 8/27 and will be closed on 9/10

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Achieve a resolution rate on disputed issues of at least 25 percent during Fiscal Year 2010.	Aug-10	Quality Assurance Section, Ombudsman Program & Customer Service	As of August 31, 2010, 57.8 percent of the disputed issues have been resolved prior to an administrative proceeding being held.
Create a focus group on Customer Service Training to test the effectiveness of the current training program.	Aug-10	Quality Assurance Section & Customer Service	The Customer Service Representative Training Manual is being used to assist in the training of new staff. The Quality Assurance Section will use feedback from this training to assess the effectiveness of the training program.
Office of Injured Employee Counsel created the dispute tracking sheet, which became effective statewide September 1, 2009. This spreadsheet will capture performance measures of Ombudsmen activities prior to a scheduled proceeding.	Aug-10	Ombudsman Program	Completed.
Submit the Final Legislative Appropriations Request for FY 2012 and 2013	Aug-10	Operations Section	Completed.

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<p>Ombudsman Program will direct Ombudsman Leads to contact federal, state, local agencies and social services to obtain contact information and educational materials to provide to injured employees. Any relevant materials should be inserted in outreach folders.</p>	<p align="center">Aug-10</p>	<p align="center">Ombudsman Program</p>	<p>Completed in June 2010. Ombudsman Leads have contacted different agencies and social services. They have created a roster and continue to update and maintain their contacts.</p>
<p>OIEC will coordinate with DWC to co-host quarterly brown bag sessions in field offices. Co-hosting sessions will promote OIEC's Outreach Program and further increase OIEC's visibility in the workers' compensation community.</p>	<p align="center">Aug-10</p>	<p align="center">Ombudsman Program</p>	<p>Completed in August.</p>
<p>The Director of the Ombudsman Program proposes a statewide outreach effort to the medical providers in the metropolitan areas, in the form of medical workshops. This initiative follows the mandate of Public Counsel to improve or enhance the quality of assistance injured employees receive in the medical dispute resolution process and contested case hearings.</p>	<p align="center">Aug-10</p>	<p align="center">Ombudsman Program</p>	<p>OIEC conducted medical outreach presentation in Dallas, Fort Worth, Houston, Weslaco, Austin, El Paso, and San Antonio. Nine medical presentations were conducted during FY 2010.</p>