

ACTUAL PERFORMANCE FOR OUTCOME MEASURES

448 - Office of Injured Employee Counsel

Fiscal Year 2013

10/9/2013

Actual Performance for Outcome Measures
 82nd Regular Session, Performance Reporting
 Automated Budget and Evaluation System of Texas (ABEST)

DATE: **10/9/2013**
 TIME: **1:52:43PM**
 PAGE: **1 OF 1**

Agency code: **448**

Agency name: **Office of Injured Employee Counsel**

<u>Type/Objective/Measure</u>	2013 Target	2013 YTD	Percent of Annual Target	
<u>1-1 OMBUDSMAN PROGRAM</u>				
2 % DISPUTES W/ OMBUDSMAN ASSISTANCE	37.00 %	46.10 %	124.59 % *	35.15 - 38.85
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel exceeded this measure's target in FY 2013 due to the increase in the need for Ombudsman assistance. Since FY 2010, when the target was developed, the percentage of proceedings in which Ombudsmen assisted injured employees has increased 18 percent. In FY 2010, Ombudsmen assisted injured employees in 39 percent of proceedings and in FY 2013, the percentage has increased to 46 percent of proceedings. OIEC believes the increase in the need for Ombudsman services is due to OIEC's education efforts, the economy, and the free assistance provided by the Ombudsman Program.				
3 % CCH ISSUES PREVAILED W/ OMBUDSMAN	36.00 %	26.78 %	74.39 % *	34.20 - 37.80
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel did not meet this measure's target in FY 2013 for several reasons: 1) the majority of disputed issues that enter a Contested Case Hearing are more complex due to the fact that less complex issues are resolved earlier in the administrative process, 2) a substantial amount of additional evidence is required to resolve disputes in favor of injured employees, 3) an Ombudsman is required to assist injured employees upon request regardless of the merits of the disputed issue, and 4) the need for Ombudsman services has increased dramatically.				
4 % APPEAL ISSUES PREVAILED W/ OMBUDS	33.00 %	23.34 %	70.73 % *	31.35 - 34.65
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel did not meet this measure's target in FY 2013 for several reasons: 1) the majority of disputed issues that are appealed are more complex due to the fact that less complex issues are resolved earlier in the administrative process, 2) a substantial amount of additional evidence is required to resolve disputes in favor of injured employees, 3) an Ombudsman is required to assist injured employees upon request regardless of the merits of the disputed issue, and 4) the need for Ombudsman services has increased dramatically.				
<u>2-1 INFORM PARTICIPANT/PROVIDE REFERRAL</u>				
1 % INJURED EMPLOYEES REACHED BY OIEC	96.00 %	92.56 %	96.42 %	91.20 - 100.80
<u>3-1 ENSURE FAIR RULES & ACT AS RESOURCE</u>				
3 % RULES CHANGED FOR BENEFIT OF IE	78.00 %	75.00 %	96.15 %	74.10 - 81.90

* Varies by 5% or more from target.