

Office of Injured Employee Counsel



FY 2019 Report on Customer Service

June 2020

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INTRODUCTION

Under [Section 2056.002, Texas Government Code](#), each agency in the State of Texas is required to submit a strategic plan that outlines specific and detailed elements for its operations. The instructions for preparing the strategic plan outlined by the Governor’s Office of Budget, Planning and Policy and the Legislative Budget Board require all agencies to assess and report on the quality of their customer service. [Section 2114.002\(b\), Texas Government Code](#), instructs agencies to evaluate at least seven areas of customer service including the agency’s staff, complaint handling process, communications, Internet site, timeliness of service, facilities, and brochures or printed information.

In accordance with these requirements OIEC conducted the fiscal year (FY) 2019 Customer Satisfaction Survey with injured employees and other persons who received services from OIEC between September 1, 2018 and August 31, 2019. The survey was available in English and Spanish both on the OIEC website and in each field office.

In this report, the summary of findings presents an overview of results and a discussion of patterns that are evident across all seven required measures of customer satisfaction. The survey response section presents detailed results concerning overall satisfaction with OIEC in each of the seven measures of service. Survey methodology is described in Appendix A. Appendix B is the survey instrument English version (it is also available in Spanish).

SURVEY RESPONSES

	General	Workers' Comp Info	Medical Issues or Dispute	Prep for BRC, CCH or Appeal	Attend BRC or CCH	File Complaint	Other
Contact Reason	12%	17%	19%	24%	23%	2%	3%
	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	N/A	
Facilities							
Offices were clean and orderly	58%	32%	2%	1%	1%	6%	
Staff							
Able to answer questions	66%	31%	1%	1%	1%	1%	
Communications							
Clearly explained available services	63%	32%	1%	1%	1%	1%	
Complaint Process							
Provided information on how to file a complaint	46%	31%	8%	2%	1%	12%	
Timeliness							
Inquiries answered timely	56%	33%	2%	1%	2%	6%	
Printed Information							
Given printed information about services	59%	33%	2%	1%	1%	3%	
Website							
Easy to navigate / organized	36%	27%	9%	1%	1%	26%	
General/Overall							
Satisfied with the services received	64%	31%	2%	1%	2%	0%	
If other options were available, still would choose OIEC	61%	32%	3%	1%	1%	1%	

APPENDIX A – SURVEY METHODOLOGY

The 2019 Customer Satisfaction Survey was developed based on suggested content from the Texas Government Code, Section 2114.002, and also included agency specific content. The survey was designed to be offered to anyone requesting assistance from OIEC by telephone or in person and to customers who visited OIEC’s website within the past 12 months.

OIEC’s primary customers are the injured employees of Texas; its mission is to assist, educate, and advocate on behalf of injured employees. OIEC conducted and compiled the survey results internally. The respondents could submit the survey in the following formats:

- online at OIEC’s website
- via email
- in person at any of the local OIEC field offices
- via mail

Office of Injured Employee Counsel Customer Satisfaction Survey

The Office of Injured Employee Counsel (OIEC) takes pride in the customer service it provides to the injured employees of Texas. If you have had contact with OIEC in the past 12 months, please answer the following questions. OIEC will use your feedback to improve its services.

Which field office assisted you? (Please only select one box below.)

- 1. Abilene
- 2. Amarillo
- 3. Austin
- 4. Beaumont
- 5. Corpus Christi
- 6. Dallas
- 7. Denton
- 8. El Paso
- 9. Fort Worth
- 10. Houston East
- 11. Houston West
- 12. Lubbock
- 13. Lufkin
- 14. Laredo
- 15. Midland/Odessa
- 16. San Antonio
- 17. San Angelo
- 18. Tyler
- 19. Weslaco
- 20. Waco
- 21. Central Office at 7551 Metro Center Dr., Suite 100 (South Austin)

What was the reason of your contact with OIEC? (Select all that apply.)

- 1. General questions
- 2. Workers' compensation information (benefits, forms, law, rules)
- 3. Medical issues or dispute
- 4. Preparation for a benefit review conference, contested case hearing, or appeal
- 5. Attend a benefit review conference or contested case hearing
- 6. File a complaint
- 7. Other _____

Facilities					
The OIEC office was clean, orderly, and I could easily find my way to and around the building.					
Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Staff (Telephone or In Person)					
The OIEC employees were able to answer my questions and they were knowledgeable, friendly, and courteous.					
Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communications					
I was given clear information about OIEC services.					
Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Complaint Handling Process					
I know how to make a complaint regarding services at OIEC.					
Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Timeliness					
My telephone call, letter, or email inquiry was answered in a reasonable amount of time.					
Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Printed Information					
I received understandable and accurate printed information (such as handouts) which explains OIEC services.					
Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OIEC Website					
The website was easy to use and well organized.					
Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General/Overall					
Overall, I am satisfied with the services that I received from OIEC.					
Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If I had other options, I would still choose to get services from OIEC.					
Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide any comments or suggestions you may have to help us improve our services.