



Compact with Texans Office of Injured Employee Counsel

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What is the Compact with Texans?

The Compact with Texans is the Office of Injured Employee Counsel’s agreement with the citizens of Texas. The compact sets out the principles and standards we follow in delivering the best possible services we can to our customers. It defines the ways we will fulfill our statutory mandate to represent the interests of injured employees in the workers’ compensation system. It also provides information regarding the services we offer and how you can access them.

Customer Service Principles

The mission of the Office of Injured Employee Counsel (OIEC) is to assist, educate, and advocate on behalf of all injured employees in Texas. To do this well, OIEC adheres to the following customer service principles:

- We respond to inquiries as quickly as possible.
- We treat you fairly and with courtesy and respect.
- We demonstrate the strongest ethical and professional practices.
- We seek input and feedback on our services and processes.
- We follow through on our commitments.
- We work as efficiently as possible.
- We give you accurate, consistent, and clear information.
- We treat your case with confidentiality to the fullest extent the law permits.

Customer Service Standards

We acknowledge written or verbal inquiries, complaints, or correspondence as soon as possible but in most cases within two business days (16 business hours) after we receive it.

We respond to requests for public information in accordance with the processes and time frames set out in the Texas Public Information Act. Information that is clearly open to the public will be provided as soon as reasonably possible and without delay.

We give complainants a written acknowledgement within two business days of receiving the complaint and a written response within 30 business days from the date we receive the complaint.

Services Offered

OIEC represents the interests of injured employees in the workers' compensation system. The primary services we offer include advocating for injured employees, providing education and referral, and providing ombudsman services.

Advocating for Injured Employees. OIEC advocates for injured employees as a class in order to protect the rights of all injured employees in Texas. OIEC advocates during official proceedings such as the Texas Department of Insurance's rulemaking processes. OIEC also monitors the performance and operation of the workers' compensation system with a focus on the system's effect on the ability of injured employees to receive adequate medical and income benefits.

Providing Education and Referral. OIEC provides injured employees with educational materials about the Texas workers' compensation system and referrals to appropriate local, state, and federal agencies. For example:

- OIEC refers injured employees for financial assistance, rehabilitation, work placement programs, and other appropriate social services.

- OIEC assists injured employees with contacting appropriate licensing boards to file complaints.
- OIEC maintains a Resources List on its website. The information on this website is intended to provide a source of information to help injured employees through the workers' compensation claim process.

Providing Ombudsman Services. Ombudsmen are specially trained employees who, at no charge, assist injured employees with disputes in the workers' compensation system. This includes administrative disputes and the resolution of complaints pending at the Texas Department of Insurance. Ombudsmen assist employees with benefit review conferences, contested case hearings, preparation of appeals, and other matters in the workers' compensation system. Ombudsmen have a workers' compensation adjuster's license and complete a comprehensive training program unique to their roles and functions.

Contacting OIEC

Toll-free telephone number:

1-866-393-6432

Mail correspondence to:

7551 Metro Center Drive, Suite 100, MS-50
Austin, Texas 78744

Fax correspondence to:

(512) 804-4181

Email:

General inquiries may be sent to OIECInbox@oiec.texas.gov.

Website:

www.oiec.texas.gov

Services for hearing- or speech-impaired individuals:

Persons with a hearing or speech impairment using TDD or TTY technology may call Relay Texas at 1-800-735-2989 for assistance. Be sure to have the OIEC telephone number available so Relay Texas can assist you in calling that number.

Location of state office headquarters:

7551 Metro Center Drive, Suite 100
Austin, Texas 78744

Field offices:

OIEC has 20 field offices located across the state. They are co-located with the offices of the Texas Department of Insurance, Division of Workers' Compensation. Addresses for the 20 field offices are listed at <http://www.oiec.texas.gov/contact/index.html>. You can search for a field office based on your zip code or county at www.tdi.texas.gov/wc/fieldoffices/index.html.

Toll-free telephone number:

1-866-393-6432

Abilene

1290 S. Willis, Suite 102
Abilene, TX 79605-4064

Amarillo

7112 W. Interstate 40, Bldg. D
Amarillo, TX 79106-2503

Austin

4616 W. Howard Lane, Suite 130
Austin, TX 78728-6300

Beaumont

Concord Square Office Park
6430 Concord Rd.
Beaumont, TX 77708-4315

Corpus Christi

5155 Flynn Parkway, Suite 218
Corpus Christi, TX 78411-4316

Dallas

1515 W. Mockingbird Lane, Ste. 100
Dallas, TX 75235-5069

Denton

625 Dallas Dr., Suite 475
Denton, TX 76205-7289

El Paso

El Paso State Office Building
401 Franklin Avenue, Suite 330
El Paso, TX 79901-1250

Fort Worth

6900 Anderson Blvd., Suite 200
Fort Worth, TX 76120-3030

Houston East

Elias Ramirez Building
5425 Polk Street, Suite 130
Houston, TX 77023-1454

Houston West

350 North Sam Houston Parkway East,
Suite 110
Houston, TX 77060-3318

Laredo

500 East Mann Road, Suite B2
Laredo, TX 78041

Lubbock

22 Briercroft Office Park, Suite A
Lubbock, TX 79412-3089

Lufkin

310 Harmony Hill Drive, Suite 100
Lufkin, TX 75901-5953

Midland

4500 W. Illinois Ave., Suite 315
Midland, TX 79703-5486

San Angelo

622 S. Oakes St., Suite M
San Angelo, TX 76903-7013

San Antonio

9514 Console Dr., Suite 200
San Antonio, TX 78229-2043

Tyler

3800 Paluxy Dr., Suite 570
Tyler, TX 75703-1665

Waco

801 Austin Ave., Suite 840
Waco, TX 76701-1937

Weslaco

1108 W. Pike Blvd.
Weslaco, TX 78596-4651

Media Contact

For media inquiries, please call Deputy Public Counsel Andria Franco (512) 804-4170.

Customer Relations Representative

If you have any comments or suggestions about the services and standards identified in OIEC's Compact with Texans, please contact OIEC Communication Specialist Joann Anderson at (512) 804-4170.

Filing a Customer Complaint

To file a complaint regarding OIEC's policies, procedures, or personnel, please mail, email, or fax your complaint letter or completed complaint form (available at <http://www.oiec.texas.gov/contact/complaints.html>) along with all documentation to:

Attn: Anthony Thurmond, Customer Complaint Coordinator
7551 Metro Center Drive, MS 50
Austin, TX 78744

Email: OIECComplaints@oiec.texas.gov

Fax: (512) 804-4181

OIEC pledges to acknowledge your complaint within two business days and provide a response to the complaint within 30 business days from the date the complaint is received in the central office. This allows for a thorough review and investigation of the matter.

OIEC is not the agency charged with regulating the workers' compensation system; however, OIEC can put you in contact with the appropriate agency to receive and consider any complaint you have about a participant in the workers' compensation system.

Customer Satisfaction Survey

OIEC takes pride in the customer service it provides to the injured employees of Texas. The agency conducts an annual survey of customers who have had contact with OIEC in the past 12 months. The survey provides valuable feedback that OIEC uses to improve services. The survey is available on the agency website, www.oiec.texas.gov, or you can obtain a paper copy at any OIEC field office.

Access Plan

Access to Services for Non-English Speakers

OIEC is committed to providing reasonable access to its programs for persons who do not speak English.

Printed Material. Literature and materials for employers and injured employees are available in Spanish and other languages, such as Chinese (Cantonese), Vietnamese, Laotian, and Korean, upon request.

Toll-free Telephone Number. OIEC's toll-free number 1-866-393-6432 provides assistance to callers in both English and Spanish.

Website. A feature on the OIEC website (www.oiec.texas.gov) will translate the OIEC HTML web pages into other languages, including: Portuguese, Spanish, French, Italian, German, Dutch, Swedish, Russian, Greek, Arabic, Simplified Chinese, Traditional Chinese, Korean, and Japanese. There is a link **at** the bottom of each webpage to select a language and translate the page.

Office Staff. Nearly every OIEC field office has staff who can provide personal assistance in Spanish. More than half of OIEC's staff speaks Spanish and can assist Spanish-speaking customers OIEC has staff who also speak other languages.

Interpreter Services. OIEC provides interpreter services for non-English speakers through a State employee or a private provider. Interpreter services are available for injured employees in all stages of the workers' compensation dispute resolution process.

Access to Services for the Visually Impaired

Information on the OIEC website (www.oiec.texas.gov) has been formatted to accommodate browser software for the visually impaired wherever possible. Information on the website are generally available in HTML with alt tags provided to describe images on the site.

Some information on this site may be in the form of Adobe® PDF documents. To view PDF documents on the website, you will need Acrobat Reader version 7.0 or above. If you do not have Acrobat Reader, please go to www.adobe.com and follow the instructions to download the free software. To convert a PDF file to an HTML accessible form go to access.adobe.com/simple_form.html for assistance. You may also refer to Adobe's website for information regarding additional tools to allow access to PDF files for the visually impaired.

If you use assistive technology and the format of any material on OIEC's website interferes with your ability to access the information, please contact us for assistance. The primary contact for OIEC's Customer Services:

Telephone: 1-866-393-6432

Fax: (512) 804-4181

Email: OIECInbox@oiec.texas.gov

To enable us to respond in a manner helpful to you, please indicate the nature of your accessibility problem, the preferred format in which to receive the material, the web address of the requested material, and your contact information.

Access to Services for the Hearing or Speech-impaired

Persons with a hearing or speech impairment using TDD or TTY technology may call Relay Texas at 1-800-735-2989 for assistance. Be sure to have the OIEC telephone number available so Relay Texas can assist you in calling that number.

Physical Access

All OIEC facilities are accessible to persons with disabilities. To request special assistance, please contact the field office you will be visiting or contact OIEC Customer Service at 1-866-393-6432.

Public Policy Notification of Social Media Use

OIEC recognizes the importance of communicating with the public online, including through social media, and therefore uses Twitter and YouTube as part of its overall outreach strategy. The remainder of this document provides information about OIEC's use of online tools and social media, as required by State of Texas policies.

Third-Party Website Policy. The social media tools employed by OIEC are hosted by third parties, and the use of those sites is governed by the social media providers' own policies, such as their respective privacy policies and terms of service. OIEC currently utilizes [Twitter](#) and [YouTube](#).

Privacy Notification. Posts and comments on social media channels operated by OIEC are public and may be viewed by all visitors. Therefore, visitors should be careful about posting any private or personally identifiable information and limit such information to the minimum necessary to communicate their message.

If you need to include private or personally identifiable information in your communications with OIEC, please contact us at OIECInbox@oiec.texas.gov or 1-866-EZE-OIEC (1-866-393-6432), and we will follow up with you by email, telephone, or other one-to-one communication.

Postings on OIEC social media channels that include sensitive personal information are subject to removal unless the subject of the information has given express consent for the disclosure of that information.

Moderation and Monitoring. The posts and comments on all OIEC social media channels will be monitored and moderated regularly.

A posting or comment may be removed from an OIEC social media channel if it:

- is off subject or out of context,
- contains obscenity,
- contains sensitive personal information,
- contains offensive terms that target protected classes,
- is threatening, harassing, or discriminatory,
- incites or promotes violence or illegal activities,
- contains information that could reasonably be construed to compromise public safety,
- advertises or promotes a commercial product, service, or any entity or individual,
- promotes or endorses political campaigns or candidates.

OIEC employees who monitor and moderate content on social media channels are not required to provide an explanation for removing content but may choose to do so.

Linking. Links from websites or social media channels affiliated with OIEC to any other websites do not constitute or imply agency endorsement of those sites, their content, or products and services associated with those sites.

Intellectual Property Rights and Ownership. For copyright inquiries please contact OIEC's Copyright Agent, Gina McCauley, at (512) 804-4170 or Gina.McCauley@oiec.texas.gov.

OIEC respects the rights of all copyright holders. Therefore, material will be removed from agency social media channels that infringes on the rights of copyright holders. If you believe that your work has been copied in a way that constitutes copyright infringement, please provide OIEC's Copyright Agent the following information required by the [Copyright Law of the United States of America, Title 17 United States Code, Section 512](#):

- A physical or electronic signature of a person authorized to act on behalf of the owner of an exclusive right that is allegedly infringed;
- Identification of the copyright work claimed to have been infringed, or, if multiple copyrighted works at a single online site are covered by a single notification, a representative list of such works at that site;
- Identification of the material that is claimed to be infringing or to be the subject of infringing activity and that is to be removed or access to which is to be disabled, and information reasonably sufficient to permit us to locate the material;
- Information reasonably sufficient to permit us to contact the complaining party;
- A statement that the complaining party has a good-faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law; and
- A statement that the information in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

Records Retention. Communications (messages, posts, photographs, videos, and other formats) submitted or received using social media tools are considered public records and are subject to State records retention requirements.

Content on a social media tool that meets the Texas Government Code Section 441.180 (11) definition of a State record and is not a duplicate record, transitory, or retained elsewhere must be captured by the administrator and maintained for the full retention period of the appropriate record series. The OIEC Communications and Development Program will be responsible for selecting the method of record archiving and purging subject to approval by the OIEC Records Management Officer.

Suspension of Records Disposition (Legal Holds): Notwithstanding the record retention of content applicable to social media tools, a State record may not be destroyed if any litigation, claim, negotiation, audit, open records request, administrative review, or other action involving the record is initiated before the expiration of a retention period for the record set by the Texas State Library and Archives Commission or in the approved records retention schedule of the agency until the completion of the action and the resolution of all issues that arise from the action, or until the expiration of the retention period, whichever is later (Texas Government Code Section 441.187).

Open Records Requests. Open Records requests under the Texas Public Information Act for social media content will follow [OIEC's Open Records \(or "Public Information"\) Requests policy](#).

Security. In its usage of social media, OIEC must comply with the Texas Department of Insurance's security policies, standards, and guidelines.

OIEC is Committed to Texans. The customer service principles and standards outlined in this compact are what the agency strives for each day. Each employee recognizes the importance of their work to the injured employees of Texas and take great pride in delivering help and information to stakeholders involved in the workers' compensation system. If there is anything the agency can do for you, please do not hesitate to contact OIEC.