



Operating Budget for Fiscal Year 2016

Submitted to the
Governor's Office Budget Division
and the Legislative Budget Board

By

Office of Injured Employee Counsel

November 24, 2015

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CERTIFICATE

Agency Name Office of Injured Employee Counsel

This is to certify that the information contained in the agency operating budget filed with the Legislative Budget Board (LBB) and the Governor's Office Budget Division is accurate to the best of my knowledge and that the electronic submission to the LBB via the Automated Budget and Evaluation System of Texas (ABEST) and the PDF file submitted via the LBB Document Submission application are identical.

Additionally, should it become likely at any time that unexpended balances will accrue for any account, the LBB and the Governor's Office will be notified in writing in accordance with House Bill 1, Article IX, Section 7.01, Eighty-fourth Legislature, Regular Session, 2015.

Public Counsel

Jessica Corna
Signature

Jessica Corna
Printed Name

Public Counsel
Title

November 24, 2015
Date

OFFICE OF INJURED EMPLOYEE COUNSEL

Operating Budget for Fiscal Year 2016

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2.A. Summary of Budget By Strategy

DATE : 11/18/2015

TIME : 1:45:46PM

84th Regular Session, Fiscal Year 2016 Operating Budget
Automated Budget and Evaluation System of Texas (ABEST)

Agency code: 448 Agency name: Office of Injured Employee Counsel

Goal/Objective/STRATEGY	EXP 2014	EXP 2015	BUD 2016
1 Assist Individual Injured Employees through the Ombudsman Program			
1 <i>Assist Unrepresented Injured Employees in Dispute Resolution</i>			
1 OMBUDSMAN PROGRAM	\$4,760,760	\$5,151,493	\$5,430,325
TOTAL, GOAL 1	\$4,760,760	\$5,151,493	\$5,430,325
2 Increase Injured Employee Education and Provide Referrals			
1 <i>Inform Injured Employees/System Participants and Provide Referrals</i>			
1 RIGHTS RESPONSIBILITIES & REFERRAL	\$1,759,188	\$1,716,514	\$1,855,080
TOTAL, GOAL 2	\$1,759,188	\$1,716,514	\$1,855,080
3 Advocate for Injured Employees As a Class			
1 <i>Ensure Adequate Rules to Protect Injured Employees and Act as Resource</i>			
1 ADVOCATE FOR INJURED EMPLOYEES	\$1,641,378	\$1,674,477	\$1,545,774
TOTAL, GOAL 3	\$1,641,378	\$1,674,477	\$1,545,774

2.A. Summary of Budget By Strategy

DATE : 11/18/2015

TIME : 1:45:46PM

84th Regular Session, Fiscal Year 2016 Operating Budget
Automated Budget and Evaluation System of Texas (ABEST)

Agency code: 448 Agency name: Office of Injured Employee Counsel

Goal/Objective/STRATEGY	EXP 2014	EXP 2015	BUD 2016
General Revenue Dedicated Funds:			
36 Dept Ins Operating Acct	\$8,161,326	\$8,542,484	\$8,831,179
	\$8,161,326	\$8,542,484	\$8,831,179
TOTAL, METHOD OF FINANCING	\$8,161,326	\$8,542,484	\$8,831,179
FULL TIME EQUIVALENT POSITIONS	166.1	162.2	175.0

2.B. Summary of Budget By Method of Finance
 84th Regular Session, Fiscal Year 2016 Operating Budget
 Automated Budget and Evaluation System of Texas (ABEST)

DATE: **11/18/2015**
 TIME: **1:48:10PM**

Agency code: **448** Agency name: **Office of Injured Employee Counsel**

METHOD OF FINANCING	Exp 2014	Exp 2015	Bud 2016
<u>GENERAL REVENUE FUND - DEDICATED</u>			
36 GR Dedicated - Texas Department of Insurance Operating Fund Account No. 036			
<i>REGULAR APPROPRIATIONS</i>			
Regular Appropriations from MOF Table (2014-15 GAA)	\$8,199,542	\$8,199,542	\$0
Regular Appropriations from MOF Table (2016-17 GAA)	\$0	\$0	\$8,645,239
<i>TRANSFERS</i>			
Art IX, Sec 17.06 Salary Increase for General State Employees (2014-15 GAA)	\$98,850	\$245,697	\$0
Art IX, Sec 18.02, Salary Increase for General State Employees (2016-17)	\$0	\$0	\$185,940
<i>LAPSED APPROPRIATIONS</i>			
Lapsed Appropriations	\$0	\$(39,821)	\$0
<i>UNEXPENDED BALANCES AUTHORITY</i>			
Article VIII-16 Rider 2 Unexpended Balance Authority (2014-15 GAA)	\$(137,066)	\$137,066	\$0
TOTAL, GR Dedicated - Texas Department of Insurance Operating Fund Account No. 036	\$8,161,326	\$8,542,484	\$8,831,179
TOTAL, ALL GENERAL REVENUE FUND - DEDICATED	\$8,161,326	\$8,542,484	\$8,831,179
GRAND TOTAL	\$8,161,326	\$8,542,484	\$8,831,179

2.B. Summary of Budget By Method of Finance
 84th Regular Session, Fiscal Year 2016 Operating Budget
 Automated Budget and Evaluation System of Texas (ABEST)

DATE: **11/18/2015**
 TIME: **1:48:10PM**

Agency code: **448**

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

METHOD OF FINANCING	Exp 2014	Exp 2015	Bud 2016
FULL-TIME-EQUIVALENT POSITIONS			
REGULAR APPROPRIATIONS			
Regular Appropriations from MOF Table (2014-15 GAA)	175.0	175.0	0.0
Regular Appropriations from MOF Table (2016-17 GAA)	0.0	0.0	175.0
UNAUTHORIZED NUMBER OVER (BELOW) CAP			
Unauthorized Number Over (Below) Cap	(8.9)	(12.8)	0.0
TOTAL, ADJUSTED FTES	166.1	162.2	175.0

NUMBER OF 100% FEDERALLY FUNDED FTEs

2.C. Summary of Budget By Object of Expense
 84th Regular Session, Fiscal Year 2016 Operating Budget
 Automated Budget and Evaluation System of Texas (ABEST)

DATE: **11/18/2015**
 TIME: **1:49:34PM**

Agency code: **448**

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

OBJECT OF EXPENSE	EXP 2014	EXP 2015	BUD 2016
1001 SALARIES AND WAGES	\$7,140,267	\$7,119,744	\$8,070,858
1002 OTHER PERSONNEL COSTS	\$421,141	\$473,984	\$265,421
2001 PROFESSIONAL FEES AND SERVICES	\$15,562	\$35,162	\$50,000
2003 CONSUMABLE SUPPLIES	\$180	\$312	\$0
2004 UTILITIES	\$6,129	\$34,155	\$10,000
2005 TRAVEL	\$315,314	\$363,660	\$284,900
2006 RENT - BUILDING	\$3,007	\$3,042	\$0
2007 RENT - MACHINE AND OTHER	\$2,600	\$3,595	\$0
2009 OTHER OPERATING EXPENSE	\$257,126	\$508,830	\$150,000
Agency Total	\$8,161,326	\$8,542,484	\$8,831,179

2.D. Summary of Budget By Objective Outcomes
 84th Regular Session, Fiscal Year 2016 Operating Budget
 Automated Budget and Evaluation system of Texas (ABEST)

Date : 11/18/2015
 Time: 1:50:43PM

Agency code: 448 Agency name: Office of Injured Employee Counsel

Goal/ Objective / OUTCOME	Exp 2014	Exp 2015	Bud2016
1 Assist Individual Injured Employees through the Ombudsman Program			
1 <i>Assist Unrepresented Injured Employees in Dispute Resolution</i>			
1 % Disputes Resolved Prior to TDI Dispute Resolution Process	65.01 %	67.20 %	62.00 %
KEY 2 % Dispute Resolution Proceedings at DWC with Ombudsman Assistance	44.01 %	42.46 %	41.00 %
KEY 3 % CCH Issues in which Injured Employees Prevailed w/ Ombudsman Assist	28.49 %	27.65 %	27.00 %
KEY 4 Percentage of Appeal Issues Prevailed with Ombudsman Assistance	22.90 %	24.77 %	23.00 %
2 Increase Injured Employee Education and Provide Referrals			
1 <i>Inform Injured Employees/System Participants and Provide Referrals</i>			
KEY 1 % Injured Employees Reached by OIEC Efforts	92.32 %	94.22 %	92.00 %
3 Advocate for Injured Employees As a Class			
1 <i>Ensure Adequate Rules to Protect Injured Employees and Act as Resource</i>			
1 Percentage of Adopted Workers' Compensation Rules Analyzed	100.00 %	100.00 %	100.00 %
2 Percent Adopted WC Rules in which OIEC Participated	100.00 %	100.00 %	100.00 %
KEY 3 Percentage of Rules Changed for the Benefit of Injured Employees	100.00 %	50.00 %	67.00 %

3.A. Strategy Level Detail

DATE: 11/18/2015

TIME: 1:52:35PM

84th Regular Session, Fiscal Year 2016 Operating Budget
Automated Budget and Evaluation System of Texas (ABEST)

Agency code: **448** Agency name: **Office of Injured Employee Counsel**

GOAL: 1 Assist Individual Injured Employees through the Ombudsman Program

Statewide Goal/Benchmark: 7 5

OBJECTIVE: 1 Assist Unrepresented Injured Employees in Dispute Resolution

Service Categories:

STRATEGY: 1 Assist Unrepresented Injured Employees in Dispute Resolution

Service: 17 Income: A.2 Age: B.3

CODE	DESCRIPTION	EXP 2014	EXP 2015	BUD 2016
Output Measures:				
	1 Number of Injured Employees Prepared for BRC by an Ombudsman	5,718.00	5,495.00	5,500.00
KEY	2 Number of Benefit Review Conferences with Ombudsman Assistance	6,879.00	5,920.00	6,000.00
	3 Number of Injured Employees Prepared for CCH by an Ombudsman	3,293.00	2,935.00	3,000.00
KEY	4 Number of Contested Case hearings with Ombudsman Assistance	2,908.00	2,442.00	2,500.00
KEY	5 Number of Injured Employees Prepared for an Appeal by an Ombudsman	1,141.00	1,019.00	1,000.00
Efficiency Measures:				
	1 Avg Days to Resolve a Disputed Issue Prior to Entering a Proceeding	22.18	21.45	22.00
Explanatory/Input Measures:				
	1 Avg Dollar Amount Saved/Injured Employee Assisted by Ombudsman	1,885.00	1,969.00	2,000.00
	2 Number of Disputed Issues Resolved Prior to Entering a Proceeding	5,367.00	4,821.00	5,400.00
KEY	3 Number of Preparation Appointments Prior to Benefit Review Conference	16,975.00	16,195.00	18,000.00
KEY	4 Number of Preparation Appointments Prior to Contested Case Hearing	5,621.00	4,957.00	5,800.00
KEY	5 Number of Preparation Appointments Held for an Appeal by an Ombudsman	1,232.00	1,116.00	1,300.00
Objects of Expense:				
1001	SALARIES AND WAGES	\$4,211,406	\$4,358,893	\$5,044,366
1002	OTHER PERSONNEL COSTS	\$253,059	\$288,743	\$157,035
2001	PROFESSIONAL FEES AND SERVICES	\$3,210	\$3,350	\$0
2003	CONSUMABLE SUPPLIES	\$0	\$0	\$0
2004	UTILITIES	\$1,840	\$21,648	\$0
2005	TRAVEL	\$173,396	\$262,599	\$160,000
2006	RENT - BUILDING	\$0	\$2,692	\$0
2007	RENT - MACHINE AND OTHER	\$0	\$3,595	\$0
2009	OTHER OPERATING EXPENSE	\$117,849	\$209,973	\$68,924

3.A. Strategy Level Detail

DATE: 11/18/2015

TIME: 1:52:35PM

84th Regular Session, Fiscal Year 2016 Operating Budget
Automated Budget and Evaluation System of Texas (ABEST)

Agency code: **448** Agency name: **Office of Injured Employee Counsel**

GOAL: 1 Assist Individual Injured Employees through the Ombudsman Program

Statewide Goal/Benchmark: 7 5

OBJECTIVE: 1 Assist Unrepresented Injured Employees in Dispute Resolution

Service Categories:

STRATEGY: 1 Assist Unrepresented Injured Employees in Dispute Resolution

Service: 17 Income: A.2 Age: B.3

CODE	DESCRIPTION	EXP 2014	EXP 2015	BUD 2016
TOTAL, OBJECT OF EXPENSE		\$4,760,760	\$5,151,493	\$5,430,325
Method of Financing:				
	36 Dept Ins Operating Acct	\$4,760,760	\$5,151,493	\$5,430,325
SUBTOTAL, MOF (GENERAL REVENUE FUNDS - DEDICATED)		\$4,760,760	\$5,151,493	\$5,430,325
TOTAL, METHOD OF FINANCE :		\$4,760,760	\$5,151,493	\$5,430,325
FULL TIME EQUIVALENT POSITIONS:		99.6	101.2	112.0

3.A. Strategy Level Detail

DATE: 11/18/2015

TIME: 1:52:35PM

84th Regular Session, Fiscal Year 2016 Operating Budget
Automated Budget and Evaluation System of Texas (ABEST)

Agency code: **448** Agency name: **Office of Injured Employee Counsel**

GOAL: 2 Increase Injured Employee Education and Provide Referrals

OBJECTIVE: 1 Inform Injured Employees/System Participants and Provide Referrals

STRATEGY: 1 Assist Injured Employees & Provide Referrals to Programs & Services

Statewide Goal/Benchmark: 7 5

Service Categories:

Service: 17 Income: A.2 Age: B.3

CODE	DESCRIPTION	EXP 2014	EXP 2015	BUD 2016
Output Measures:				
1	Number of Phone Calls Where Injured Employees Were Educated/Assisted	224,100.00	222,564.00	250,000.00
2	Number of Injured Employees Assisted at Local Field Offices	26,755.00	25,129.00	26,000.00
3	Number of Public Outreach Presentations Performed	81.00	211.00	125.00
4	Number of Referrals to DARS, TWC and TDI	4,811.00	9,830.00	10,000.00
Efficiency Measures:				
KEY 1	Avg # of Educational Sessions Provided to Injured Employees Per Month	20,911.00	20,659.00	20,000.00
Objects of Expense:				
1001	SALARIES AND WAGES	\$1,566,614	\$1,458,637	\$1,714,010
1002	OTHER PERSONNEL COSTS	\$100,560	\$91,004	\$59,528
2001	PROFESSIONAL FEES AND SERVICES	\$0	\$12,052	\$0
2003	CONSUMABLE SUPPLIES	\$0	\$0	\$0
2004	UTILITIES	\$0	\$2,857	\$0
2005	TRAVEL	\$67,846	\$71,161	\$60,000
2006	RENT - BUILDING	\$0	\$0	\$0
2007	RENT - MACHINE AND OTHER	\$0	\$0	\$0
2009	OTHER OPERATING EXPENSE	\$24,168	\$80,803	\$21,542
TOTAL, OBJECT OF EXPENSE		\$1,759,188	\$1,716,514	\$1,855,080
Method of Financing:				
36	Dept Ins Operating Acct	\$1,759,188	\$1,716,514	\$1,855,080
SUBTOTAL, MOF (GENERAL REVENUE FUNDS - DEDICATED)		\$1,759,188	\$1,716,514	\$1,855,080
TOTAL, METHOD OF FINANCE :		\$1,759,188	\$1,716,514	\$1,855,080
FULL TIME EQUIVALENT POSITIONS:		46.8	42.2	46.0

3.A. Strategy Level Detail

DATE: 11/18/2015

TIME: 1:52:35PM

84th Regular Session, Fiscal Year 2016 Operating Budget
Automated Budget and Evaluation System of Texas (ABEST)

Agency code: **448** Agency name: **Office of Injured Employee Counsel**

GOAL: 3 Advocate for Injured Employees As a Class Statewide Goal/Benchmark: 7 5
 OBJECTIVE: 1 Ensure Adequate Rules to Protect Injured Employees and Act as Resource Service Categories:
 STRATEGY: 1 Advocate for Injured Employees Service: 17 Income: A.2 Age: B.3

CODE	DESCRIPTION	EXP 2014	EXP 2015	BUD 2016
Output Measures:				
KEY 1	Number of Adopted Workers' Compensation Rules Analyzed by OIEC	5.00	3.00	3.00
KEY 2	# of Adopted Workers' Compensation Rules in Which OIEC Participated	3.00	2.00	3.00
3	Number of Rules Changed as a Result of OIEC Participation	3.00	1.00	2.00
4	Number of Assists a Regional Staff Attorney Provides to an Ombudsman	2,804.00	2,841.00	2,800.00
Explanatory/Input Measures:				
1	Number of Workers' Compensation Rules Adopted	5.00	3.00	3.00
Objects of Expense:				
1001	SALARIES AND WAGES	\$1,362,247	\$1,302,214	\$1,312,482
1002	OTHER PERSONNEL COSTS	\$67,522	\$94,237	\$48,858
2001	PROFESSIONAL FEES AND SERVICES	\$12,352	\$19,760	\$50,000
2003	CONSUMABLE SUPPLIES	\$180	\$312	\$0
2004	UTILITIES	\$4,289	\$9,650	\$10,000
2005	TRAVEL	\$74,072	\$29,900	\$64,900
2006	RENT - BUILDING	\$3,007	\$350	\$0
2007	RENT - MACHINE AND OTHER	\$2,600	\$0	\$0
2009	OTHER OPERATING EXPENSE	\$115,109	\$218,054	\$59,534
TOTAL, OBJECT OF EXPENSE		\$1,641,378	\$1,674,477	\$1,545,774
Method of Financing:				
36	Dept Ins Operating Acct	\$1,641,378	\$1,674,477	\$1,545,774
SUBTOTAL, MOF (GENERAL REVENUE FUNDS - DEDICATED)		\$1,641,378	\$1,674,477	\$1,545,774
TOTAL, METHOD OF FINANCE :		\$1,641,378	\$1,674,477	\$1,545,774
FULL TIME EQUIVALENT POSITIONS:		19.7	18.8	17.0

3.A. Strategy Level Detail

DATE: 11/18/2015

TIME: 1:52:35PM

84th Regular Session, Fiscal Year 2016 Operating Budget
Automated Budget and Evaluation System of Texas (ABEST)

SUMMARY TOTALS:

OBJECTS OF EXPENSE:	\$8,161,326	\$8,542,484	\$8,831,179
METHODS OF FINANCE :	\$8,161,326	\$8,542,484	\$8,831,179
FULL TIME EQUIVALENT POSITIONS:	166.1	162.2	175.0