



The Office of Injured Employee Counsel

FY 2014 Report on Customer Service

February 2015

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INTRODUCTION

Each fiscal year the Office of Injured Employee Counsel (OIEC) conducts a customer satisfaction survey to assess the satisfaction level of the customers that have had recent contact with the agency. Pursuant to Chapter 2114 of the Texas Government Code, Section 2114.002 Customer Service Input, the agency gathers information from customers regarding the quality of service delivered. The information may include:

- facilities, including the customer's ability to access that agency, the office location, signs, and cleanliness;
- staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability;
- communications, including toll-free telephone access, the average time a customer spends on hold, call transfers, access to a live person, letters, and electronic mail;
- internet site, including the ease of use of the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain;
- complaint handling process, including whether it is easy to file a complaint and whether responses are timely;
- ability to timely serve its customers, including the amount of time a customer waits for service in person, by telephone, by letter, or at a website; and
- brochures or other printed information, including the accuracy of that information.

A Report on Customer Service is required to be submitted to the Governor's Office of Budget, Planning and Policy and the Legislative Budget Board every even-numbered year during the strategic planning process.

In accordance with these requirements and in an effort to obtain valuable feedback about the services it provides, OIEC conducted the fiscal year (FY) 2014 Customer Satisfaction Survey with injured employees and other persons who sought information from OIEC between September 1, 2013 and August 31, 2014.

The survey was available in English and Spanish at field office, on the OIEC website, and in the agency's information packets. The customers who completed the FY 2014 Customer Satisfaction Survey assisted in helping OIEC gather critical information that will be used for planning agency initiatives and evaluating the quality of its services. The results and feedback from this survey are imperative to business process improvements that enhance the effectiveness of the agency's programs for the injured employees of Texas.

SURVEY METHODOLOGY

The 2014 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. However, OIEC's customers also include the families and friends of injured employees, employers, insurance carriers, legislators, and others with an interest in the welfare of injured employees.

The instrument for the FY 2014 Customer Satisfaction Survey was created using QuestionPro and was designed to allow the customer to indicate their language preference (English or Spanish). The instrument required the customer to indicate in which field office they had received services. Questions pertaining to the statutorily required customer service quality elements (i.e., facilities, staff, communications, internet sites, complaint-handling processes, service timeliness, and printed information) were designed using a five-point Likert scale.

Paper surveys were also available and maintained on the shared drive of the agency so that all employees had access to them. Under this shared drive, a folder labeled "2014 Customer Satisfaction Survey" contained 21 subfolders (for each of the 20 field offices and the central office). Each subfolder contained an English and Spanish version of the survey.

The respondents could submit the survey:

- online at <http://oiec2014css.questionpro.com>;
- on OIEC's internet home page by clicking on the direct link to the "FY 2014 Customer Satisfaction Survey;"
- by mail addressed to OIEC, 7551 Metro Center Dr., Suite 100, MS-50, Austin, Texas 78744;
- in person at any of the local OIEC field offices; or
- as an attachment to an email addressed to OIECInbox@oiec.texas.gov.

CUSTOMER SERVICE PRINCIPLES AND STANDARDS

Customer Service Principles

OIEC's mission 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.

ABOUT THIS REPORT

This report includes the results of each question that was included in OIEC's FY 2014 Customer Satisfaction Survey. The questions are grouped according to the statutorily required customer service elements as provided by Chapter 2114 of the Texas Government Code, Section 2114.002 Customer Service Input (i.e., service timeliness, complaint-handling processes, internet sites, facilities, staff, communications, and printed information).

The results are provided in a table format. Each table provides the results in number and percentage for English and Spanish responses. The descriptive response (strongly agree, agree, disagree, etc.), and the highest number of responses and percentage in each column is in bold print.

Personal identification information has been redacted from the customer comments and suggestions provided in this report. Customer comments and suggestions are provided verbatim.

This report is available on OIEC's website at:
<http://www.oiec.texas.gov/resources/publications.html>.

HIGHLIGHTS OF THE SURVEY RESULTS

Highlights of the FY 2014 Customer Satisfaction Survey results include the following:

- Approximately 69 percent of the respondents received services from two of the 20 field offices – Denton (57.1 percent) and Houston West (11.4 percent).
- The highest percentage of surveys completed by Spanish-speaking respondents in a given field office received services from the Abilene field office – six (42.9 percent) of Abilene’s 14 surveys were completed by Spanish-speakers.
- Over 35 percent of the respondents had been in telephone contact with OIEC five or more times in the past 12 months.
- 74.3 percent of respondents either do not have access to the internet at home, or have access, but have not accessed OIEC’s website.
- FY 2014 respondents cited medical issues or dispute (26.7 percent) followed by information about workers’ compensation (20.9 percent) as the purpose of their contact to OIEC. OIEC’s FY 2011 and FY 2012 respondents also indicated that medical issues or dispute was the primary reason for the contact, at 23.3 percent and 22.2 percent, respectively. More respondents in FY 2013 indicated preparation for a benefit review conference, contested case hearing, or appeal as the primary reason for the contact with OIEC (25.9 percent).
- Ombudsman program information; preparation for a benefit review conference, contested case hearing, or appeal; and general workers’ compensation information about benefits, forms, law, rules, etc. continue to be the main reasons for visiting OIEC’s website since the question was first introduced into the survey in FY 2009.
- 93.8 percent of the respondents strongly agree or agree that OIEC staff members were able to answer their questions. One hundred percent of the respondents who took the survey in Spanish strongly agree and agree that OIEC staff members were able to answer their questions.
- 90.3 percent of respondents strongly agree or agree, and 4.2 percent strongly disagree or disagree that their wait time to receive services was reasonable.
- Printed information is clear and understandable according to 93.3 percent of survey respondents who strongly agree and agree.
- Overall, 89.7 percent of OIEC customers strongly agree or agree, and 2.7 percent of OIEC customers strongly disagree or disagree that they are satisfied with OIEC services.
- When asked if they would choose to get services from OIEC if there were other options, 85.9 percent strongly agree or agree, and 2.7 percent strongly disagree or disagree that they would still choose OIEC.

DEMOGRAPHICS

Number of respondents that provided a field office location: 333

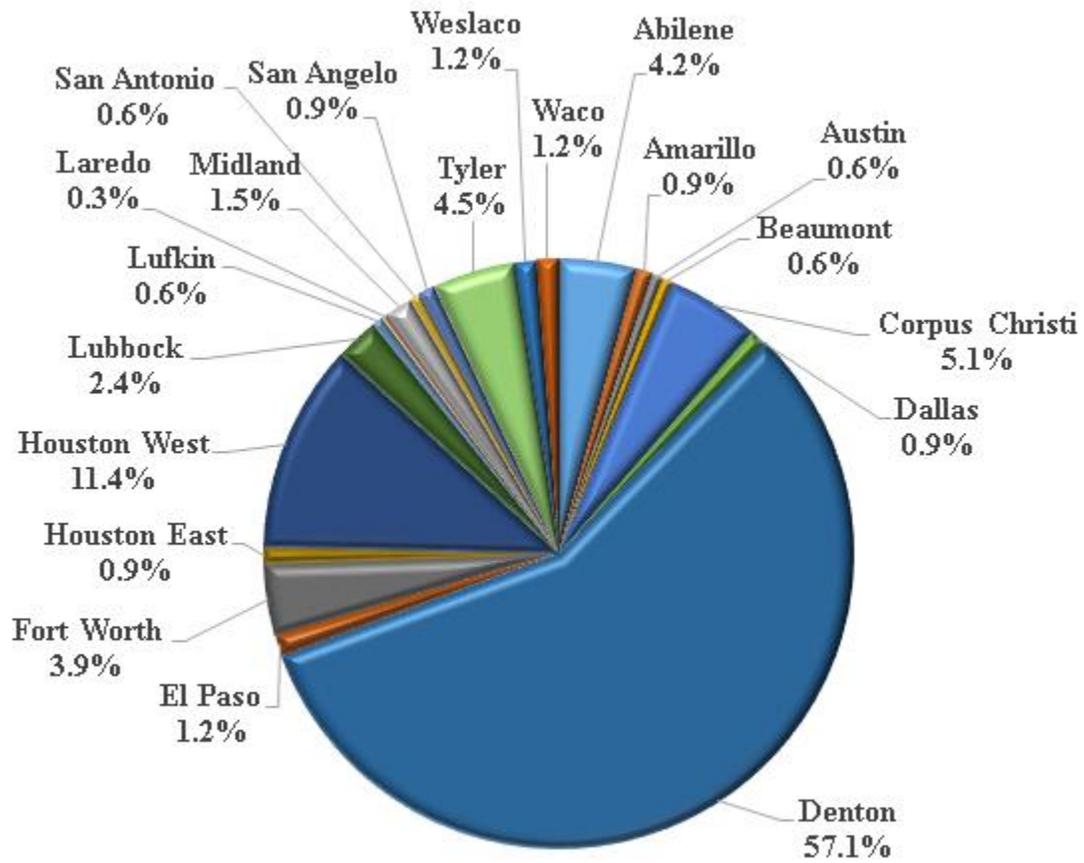
English: 297

Spanish: 36

	English	Spanish	Total	Percentage
Abilene	8	6	14	4.2%
Amarillo	3	0	3	0.9%
Austin	2	0	2	0.6%
Beaumont	2	0	2	0.6%
Corpus Christi	17	0	17	5.1%
Dallas	2	1	3	0.9%
Denton	174	16	190	57.1%
El Paso	4	0	4	1.2%
Fort Worth	13	0	13	3.9%
Houston East	2	1	3	0.9%
Houston West	29	9	38	11.4%
Lubbock	7	1	8	2.4%
Lufkin	2	0	2	0.6%
Laredo	1	0	1	0.3%
Midland	3	2	5	1.5%
San Angelo	2	0	2	0.6%
San Antonio	3	0	3	0.9%
Tyler	15	0	15	4.5%
Weslaco	4	0	4	1.2%
Waco	4	0	4	1.2%
Central Office	0	0	0	0.0%
Total	297	36	333	100.0%

As shown in the table above, more than half (57.1 percent) of all survey respondents reported receiving services from the Denton field office. The Houston West field office had the second highest number of respondents at 38 (11.4 percent). The highest percentage of surveys completed by Spanish-speaking respondents in a given field office received services from the Abilene field office – six (42.9 percent) of Abilene’s 14 surveys were completed by Spanish-speakers.

DEMOGRAPHICS



ASSISTANCE FROM OIEC

How many times have you been in contact with OIEC by telephone or in person in the past 12 months?

	English	Spanish	Total	Percentage
None	27	6	33	10.3%
1-4 times	155	19	174	54.4%
5-9 times	61	6	67	20.9%
10 or more times	43	3	46	14.4%
Total	286	34	320	100.0%

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

	English	Spanish	Total	Percentage
General questions	97	16	113	15.1%
Workers' compensation information (benefits, forms, law, OIEC, or TDI-DWC Rules)	143	13	156	20.9%
Medical issues or dispute	184	16	200	26.7%
Preparation for a benefit review conference, contested case hearing, or appeal	139	11	150	20.1%
Attend a benefit review conference or contested case hearing	74	8	82	11.0%
File a complaint	39	5	44	5.9%
Other	3	0	3	0.4%
Total	679	69	748	100.0%

OIEC WEBSITE

How many times have you accessed the OIEC website from home in the past 12 months?

	English	Spanish	Total	Percentage
I do not have internet access at home	75	15	90	28.2%
I have internet access at home but have not accessed the website	130	17	147	46.1%
1-5 times	71	4	75	23.5%
6 or more times	7	0	7	2.2%
Total	283	36	319	100.0%

What was the purpose of your visit to the OIEC website? (Select all that apply.)

	English	Spanish	Total	Percentage
OIEC contact information	44	2	46	18.1%
Ombudsman Program information	49	2	51	20.1%
Preparation for a benefit review conference, contested case hearing, or appeal	55	4	59	23.2%
General workers' compensation information (benefits, forms, law, OIEC or TDI-DWC rules, bulletins)	57	3	60	23.6%
Agency resources (publications, announcements, helpful links)	12	0	12	4.7%
File a complaint	12	1	13	5.1%
Other	13	0	13	5.1%
Total	242	12	254	100.0%

I am able to access information about the services I need using the internet.

	English	Spanish	Total	Percentage
Strongly Agree	49	12	61	34.1%
Agree	60	8	68	38.0%
Undecided	41	1	42	23.5%
Disagree	3	0	3	1.7%
Strongly Disagree	4	1	5	2.8%
Total	157	22	179	100.0%

OIEC WEBSITE - continued

The website was easy to use and well organized.

	English	Spanish	Total	Percentage
Strongly Agree	40	5	45	27.6%
Agree	49	6	55	33.7%
Undecided	54	2	56	34.4%
Disagree	6	0	6	3.7%
Strongly Disagree	1	0	1	0.6%
Total	150	13	163	100.0%

The website contained clear and accurate information on events, services, and contact information.

	English	Spanish	Total	Percentage
Strongly Agree	43	6	49	30.1%
Agree	42	6	48	29.4%
Undecided	60	1	61	37.4%
Disagree	4	0	4	2.5%
Strongly Disagree	1	0	1	0.6%
Total	150	13	163	100.0%

FACILITIES

The location of services was convenient (parking, public transportation, distance, etc.)

	English	Spanish	Total	Percentage
Strongly Agree	93	14	107	48.9%
Agree	55	3	58	26.5%
Undecided	41	4	45	20.5%
Disagree	6	1	7	3.2%
Strongly Disagree	2	0	2	0.9%
Total	197	22	219	100.0%

The facility where I received services was clean, orderly, and I could easily find my way around it.

	English	Spanish	Total	Percentage
Strongly Agree	97	18	115	53.2%
Agree	48	3	51	23.6%
Undecided	42	3	45	20.8%
Disagree	5	0	5	2.3%
Strongly Disagree	0	0	0	0.0%
Total	192	24	216	100.0%

The facility is open during reasonable hours.

	English	Spanish	Total	Percentage
Strongly Agree	99	17	116	54.7%
Agree	54	1	55	25.9%
Undecided	35	2	37	17.5%
Disagree	4	0	4	1.9%
Strongly Disagree	0	0	0	0.0%
Total	192	20	212	100.0%

STAFF

The staff members were able to answer my questions.

	English	Spanish	Total	Percentage
Strongly Agree	175	24	199	71.8%
Agree	56	5	61	22.0%
Undecided	10	0	10	3.6%
Disagree	4	0	4	1.4%
Strongly Disagree	3	0	3	1.1%
Total	248	29	277	100.0%

The staff members were courteous.

	English	Spanish	Total	Percentage
Strongly Agree	184	23	207	74.7%
Agree	57	4	61	22.0%
Undecided	6	0	6	2.2%
Disagree	2	0	2	0.7%
Strongly Disagree	1	0	1	0.4%
Total	250	27	277	100.0%

The staff members were knowledgeable and helpful.

	English	Spanish	Total	Percentage
Strongly Agree	184	25	209	75.5%
Agree	49	4	53	19.1%
Undecided	10	0	10	3.6%
Disagree	2	0	2	0.7%
Strongly Disagree	3	0	3	1.1%
Total	248	29	277	100.0%

STAFF - continued

Staff provided references to other helpful resources.

	English	Spanish	Total	Percentage
Strongly Agree	161	20	181	67.0%
Agree	56	4	60	22.2%
Undecided	21	1	22	8.1%
Disagree	4	0	4	1.5%
Strongly Disagree	3	0	3	1.1%
Total	245	25	270	100.0%

Staff provided service in a timely manner.

	English	Spanish	Total	Percentage
Strongly Agree	173	23	196	71.8%
Agree	50	3	53	19.4%
Undecided	16	1	17	6.2%
Disagree	4	0	4	1.5%
Strongly Disagree	3	0	3	1.1%
Total	246	27	273	100.0%

Staff members identified themselves or wore a name tag.

	English	Spanish	Total	Percentage
Strongly Agree	157	21	178	69.0%
Agree	53	4	57	22.1%
Undecided	20	1	21	8.1%
Disagree	2	0	2	0.8%
Strongly Disagree	0	0	0	0.0%
Total	232	26	258	100.0%

COMMUNICATIONS

I received the information I needed to obtain services.

	English	Spanish	Total	Percentage
Strongly Agree	186	27	213	73.7%
Agree	54	3	57	19.7%
Undecided	12	0	12	4.2%
Disagree	4	0	4	1.4%
Strongly Disagree	3	0	3	1.0%
Total	259	30	289	100.0%

I was given clear explanations about services available to me.

	English	Spanish	Total	Percentage
Strongly Agree	179	26	205	71.7%
Agree	53	2	55	19.2%
Undecided	17	1	18	6.3%
Disagree	5	0	5	1.7%
Strongly Disagree	3	0	3	1.0%
Total	257	29	286	100.0%

I was given clear explanation about the materials needed to receive services.

	English	Spanish	Total	Percentage
Strongly Agree	180	23	203	71.0%
Agree	59	3	62	21.7%
Undecided	12	1	13	4.5%
Disagree	4	0	4	1.4%
Strongly Disagree	4	0	4	1.4%
Total	259	27	286	100.0%

My telephone call, email, or letter was routed to the proper person.

	English	Spanish	Total	Percentage
Strongly Agree	174	27	201	69.8%
Agree	61	3	64	22.2%
Undecided	17	0	17	5.9%
Disagree	2	0	2	0.7%
Strongly Disagree	4	0	4	1.4%
Total	258	30	288	100.0%

COMPLAINT HANDLING PROCESS

I know how to make a complaint regarding services at OIEC.

	English	Spanish	Total	Percentage
Strongly Agree	98	14	112	42.3%
Agree	72	5	77	29.1%
Undecided	53	0	53	20.0%
Disagree	11	5	16	6.0%
Strongly Disagree	7	0	7	2.6%
Total	241	24	265	100.0%

If I complained, I believe it would be addressed in a reasonable manner.

	English	Spanish	Total	Percentage
Strongly Agree	117	23	140	51.5%
Agree	80	3	83	30.5%
Undecided	39	1	40	14.7%
Disagree	4	1	5	1.8%
Strongly Disagree	4	0	4	1.5%
Total	244	28	272	100.0%

TIMELINESS

My telephone call, letter, or email inquiry was answered in a reasonable amount of time.

	English	Spanish	Total	Percentage
Strongly Agree	147	25	172	59.5%
Agree	84	5	89	30.8%
Undecided	16	0	16	5.5%
Disagree	8	0	8	2.8%
Strongly Disagree	4	0	4	1.4%
Total	259	30	289	100.0%

The time I waited to receive services was reasonable.

	English	Spanish	Total	Percentage
Strongly Agree	144	22	166	58.5%
Agree	77	6	83	29.2%
Undecided	24	0	24	8.5%
Disagree	5	0	5	1.8%
Strongly Disagree	6	0	6	2.1%
Total	256	28	284	100.0%

The time I had to wait for a concern or question to be addressed, whether by telephone, in person, or by letter was reasonable.

	English	Spanish	Total	Percentage
Strongly Agree	147	25	172	60.1%
Agree	81	5	86	30.1%
Undecided	16	0	16	5.6%
Disagree	7	0	7	2.4%
Strongly Disagree	5	0	5	1.7%
Total	256	30	286	100.0%

PRINTED INFORMATION

I have received printed information (such as brochures, handouts, books, etc.) explaining the services available.

	English	Spanish	Total	Percentage
Strongly Agree	176	28	204	70.8%
Agree	70	4	74	25.7%
Undecided	6	0	6	2.1%
Disagree	4	0	4	1.4%
Strongly Disagree	0	0	0	0.0%
Total	256	32	288	100.0%

The printed information was clear and understandable.

	English	Spanish	Total	Percentage
Strongly Agree	162	26	188	66.2%
Agree	72	5	77	27.1%
Undecided	14	1	15	5.3%
Disagree	4	0	4	1.4%
Strongly Disagree	0	0	0	0.0%
Total	252	32	284	100.0%

Printed brochures or written material provided thorough and accurate information.

	English	Spanish	Total	Percentage
Strongly Agree	161	28	189	66.3%
Agree	74	5	79	27.7%
Undecided	12	0	12	4.2%
Disagree	5	0	5	1.8%
Strongly Disagree	0	0	0	0.0%
Total	252	33	285	100.0%

GENERAL/OVERALL

Overall, I am satisfied with the services I received.

	English	Spanish	Total	Percentage
Strongly Agree	170	28	198	67.8%
Agree	62	2	64	21.9%
Undecided	21	1	22	7.5%
Disagree	3	0	3	1.0%
Strongly Disagree	5	0	5	1.7%
Total	261	31	292	100.0%

If I had other options, I would still choose to get services from this agency.

	English	Spanish	Total	Percentage
Strongly Agree	165	26	191	65.9%
Agree	55	3	58	20.0%
Undecided	32	1	33	11.4%
Disagree	3	0	3	1.0%
Strongly Disagree	5	0	5	1.7%
Total	260	30	290	100.0%

Overall, I am satisfied with my experience with OIEC.

	English	Spanish	Total	Percentage
Strongly Agree	169	27	196	67.4%
Agree	65	2	67	23.0%
Undecided	19	1	20	6.9%
Disagree	3	0	3	1.0%
Strongly Disagree	5	0	5	1.7%
Total	261	30	291	100.0%

FY 2014 CUSTOMER REMARKS

** Personal identification information has been redacted*

English-speaking Customer Remarks

- The laws of Texas are wrong for injured workers.
- I'm not getting the help I need please help
- More attention to the details on the BRC. My SS# was inaccurately entered into the system. I had to call to find out what had happened to my BRC and why I was not getting a response.
- Ms. * was so much help.
- I'm very impressed about the professionalism of your staff. Every time I've called on the phone every person that has answered the phone has addressed my concern in a very professional manner and very thoroughly. My in-person visit was also very pleasant. I applaud the quality of service and the consistency in which it's provided.
- I want to formally thank Ms. * for her wonderful dedication. You have one of the best Ombudsman of the entire world! Thank you *, May God Bless You!
- My overall experience has been good. My ombudsman, *, has provided excellent service in a professional, detailed, organized, concerned, timely manner. I have been made to feel that she truly cares for me and my claim and has gone above and beyond to provide assistance. Only suggestion I would have is the initial packet I received had too many 'pamphlets' enclosed and this could possibly be reduced paperwork by consolidating the information.
- * was a professional and resourceful person to work with. She was able to assist and direct the process pertaining to my dispute.
- I'm glad that this service is here for me. I didn't know which way to turn and the OIEC help me out alot. Thanks again. God bless.
- * was very helpful and courteous. I hope the Ombudsman is as helpful.
- job well done
- I chose undecided as there were no proper options for phone calls misdirected to avoid putting them thru to the person I was asked to call. Nor is it reasonable to route mail or email thru another office. I should be able to leave a message directly for the person intended.
- * my Ombudsman was outstanding and a real professional in her handling of my matter. She was very knowledgeable and responded quickly and seemed very concise with her responses.

- Services helped me. My ombudsman has been very helpful. I am still awaiting an appeal to my case. Hope it goes my way.
- Just getting through by telephone is frustrating enough. If you talk with 7 different customer service reps, you'll get 7 different answers to your questions. Too many delays in obtaining services.
- My ombudsman * is great – it's the Workman's comp people who are rude and think people are screwing the system I never even knew about benefits. I just want my knee repaired!
- I think the office is doing a wonderful job.
- I am being assisted by *, whom is extremely polite, helpful and is a pleasure to have assisting me. * is an asset to your office and should be commended for her work that she performs. Should there be any further questions, please feel free to contact me at *.
- Our ombudsman was very, very, helpful and answered all our questions
- Very helpful. Thanks.
- No issues at this time and very pleased with the excellent customer services I got from CSR *. Thank you.
- * was very helpful in answering all my questions. Very pleased with the service I received.
- My Ombudsman is *. * has been very helpful in getting my claim resolved and provided a great service.
- * was extremely helpful, understanding, polite, courteous, and respectful of my feelings* has relieved a little stress that I have had to deal with in this situation. She deserves recognition for sure.
- Good explanations, instructions, quick response and kind! knowledgeable, Glad I talk to *!
- I am very satisfied with your services.
- My Ombudsman is * and from the beginning has properly assisted me. She has been up front and professional in all aspects. I felt great confidence in working with her. Encouragement to continue the process/adjudicate my claim.
- I feel my OMB did a perfect job assisting me. She needs a raise!!! * certainly is a charming person and well spoken.
- Thank you *so much for your help. God Bless you.

- At the time of this survey, my request have been completely handled in a very timely manner with detailed information.
- I'm glad to have this service available to me.
- Pam was the best rep I have had to talk to in years not just OIEC but all other kinds of businesses. Very pleasant very helpful and informed. She went beyond what I'm used to. Wish I could choose her for every problem or business need to take care of. Train all the others to be like her.
- I want to say thank you for your help. I hope - God bless your assist. Thank you.
- Very happy with the extent my Ombudsman * has gone to help me.
- * was always helpful. She explained everything to me how the hearing would go, the appeals process, and even calmed me down before the hearing. She returned my calls and emails in a timely manner. If I had to reschedule, she was always accommodating. I appreciated her help and professionalism.
- *, Thank you so much for all you have done for me and my case. I appreciate it more than you know. God Bless you always.
- * is my Ombudsman. She has done an outstanding job in handling the paperwork, communicating with me, and communicating with the doctor's office. She is a true professional at what she does. I would recommend her to represent anybody.
- * has been a Godsend. She helped me through all the rules and regulations of a workers compensation injury. Had it not been for * helping me, I would probably have accepted what was being told to me by the Insurance adjuster and would have had to suffer in silence. The workers' comp process is a very complicated one for general laymen to follow. Through TDI, I was given the tools (i.e., this office) to correct the injustice and am grateful for the assistance I have received thus far and will receive through the end of this ordeal.
- * handled my account. She was very polite and very helpful as well as knowledgeable.
- Alot of paperwork to fill out. 2. Repeated info needed on forms. 3. No postage paid envelope was included.
- My ombudsman, *, in the Denton field office was exceptional in every way and knowledgeable, responsive, kind and superb at the BRC and CCH levels. I was so impressed by her expertise. I am so grateful I had her assistance. Thank you for providing the services. I worked with * from my injury in 12/11 to the end of 12/13. If you want to improve your services, clone her.
- Thanks * for your help.
- Excellent job! *.

- All staff I have met in this office have been very helpful. Special thanks and appreciation goes especially to Ms. *.
- Very good and helpful service. Professional, understanding, helpful, courteous, and patient.
- I am so happy with everything with office of injured employee counsel, and * was my ombudsman. She is the best. Very helpful. Thank you
- Not being able to understand how the wc process works. The staff at OIEC were very helpful. I had to ask some questions twice just to understand. The staff was always patient with me. * has been especially helpful with everything that had to be done. Thank you.
- * was very helpful and courteous. I like her - she's cool.
- I received 5 star treatment.
- * was very patient with me and very helpful with information concerning my case.
- I have been injured for 11 months, and had no knowledge that these services were available for me. My few visits to this facility were very helpful, and the staff was more than hospitable. They make me feel very comfortable, and confident that all my issues will soon be resolved, so that I may receive the procedures necessary to help me return back to full health so that this major pain I feel can finally go away after suffering for so long.
- I have undecided on 2 sections. My hearing is on *. Ask we then and I will have a better answer then.
- I believe * did the very best she could with evidence presented to her. She always remained honest and never presented with false hopes, but always advised me that she believed in my fight against wc. * always remained professional, courteous, and never lost patience with me, even when I lost my patience with the situation. She has kept me updated, and provided me with as much information as she had to give. Thank you * and God bless you and your family.
- The phone conversation rushed. The rep was afraid the phone call would cut off. She said y'all were having phone problems.
- * was very helpful. I was very upset about MMI and rating. She was very kind and patient with me. You got to love her! Thanks
- Service was very professional.
- Keep doing what your doing, it can't get better since already better! Thank you.
- Everything so far is great.

- Feel this questionnaire should have been held until the entire process was completed.
- I am very happy with the service that I have received and personnel has been more than helpful.
- The lady I talk to was very helpful to me. Her name was *. Thank you OIEC.
- I have not had the op. to speak to anyone in person, all has been by phone. I am just beginning to file paperwork for an appeal.
- * is a very caring lady and was always very helpful in all things. I was very satisfied with all her help. Thank you.
- You should have contacted me before purging my records. Nobody helped me when I contested the MMI rating.
- Special thanks to *. She has been an excellent and beneficiary help to me.
- Everything with the OIEC, I have been very pleased with.
- Denton is not easy for me to get to but it's manageable.
- * has been very professional and has great knowledge in supporting a injured employee. * has gone over and beyond my expectation. I cannot say 'Thank you' enough for the service she has provided me. Thank you.
- By phone, contact was impossible, even though I tried and called many times. I finally emailed the consumer protection at TDI and also the Commissioners Ombudsman and got a reply and the referral to the OIEC that established communication. I was unable to accomplish before by phone. I am, at this point, unable to finish this satisfaction survey because I have not received any services yet. * has replied to my request and provided me with the forms to initiate my complaint. Thank you *.
- I really hope they help me. Please send information in Spanish too.
- I'm happy.
- * was extremely helpful and compassionate to a true injured employee trying to get a good job. She helped me understand the process and I came to a conclusion to discontinue applying for future assistance.
- If I had known then what I know how poorly your business is run I would have never called you. Your services didn't help me in anyway. Thanks for nothing.
- *, Thank you for your help!

- She was and is still so helpful. I couldn't make it this far without her.
- I really have no idea of what I need to do about getting treatment (finishing) for my back. I am missing work that I could be working because I am waiting for an injection in my back. I have been waiting and waiting. All I get is papers to fill out to send in and wait. Still not sure of what I can do at this time. I can't go through my insurance because its workers comp related. Can't get treatment from workers comp because they won't approve it.
- My ombudsman is *. * has been my ombudsman since late 2010. She has always been helpful and knowledgeable. I know how busy her office is and truly appreciate when she calls me personally to explain or update me. Hopefully, with her expert guidance and help we will get to the end of this challenging case. Thank you.
- My ombudsman is *. * was very helpful especially since we had no idea of what to expect thru the process. We could not afford a lawyer, but she made us feel very comfortable after meeting with her. We certainly appreciate her knowledge and help.
- I learn that all the support you need is here. It's just knowing how to get here that I question.
- My only complaint would be that when I initially filled out the paperwork and mailed it back, my paperwork wasn't found. * still made sure I was able to get assistance and I was able to fax all the paperwork directly to her and she started on my case immediately. I can't say enough good things about my Ombudsman. She is always very quick to handle all of my needs and always called me back in a timely manner when leaving her a message.
- I would like to compliment * at the Denton location for her outstanding professional working skills. I was very pleased with her presentation at my BRC. It was accurate and well presented. I appreciate her hard work and professional manner. I would also like to thank * for her exceptional knowledge. I was more than impressed with her working mannerism. They are two wonderful ladies.
- Overall my experience with OIEC from start to finish was very good. I have no complaints whatsoever and * was very good at her job and always prompt and very helpful. She is a very well informed and helpful employee and I enjoyed my time of her helping me. Thank you.
- * has helped me all along this process. I will like to commend her for her job will done on my behalf.
- I am satisfied with the services that * gave me.
- Could not answer web questions, since have not been on site. So far services are great, Thanks.
- Due to *, * almost lost his home and life. There's no excuse for a person to be treated with as much disrespect and lies as he was. Other people don't be ignored or verge of having to be

homeless. Your system and employees need a serious review -- like * (Note -- not an OIEC employee).

- You could start by a person answering the phones, instead of calls going to voice mail or different offices in different cities. 99 percent of my voice mails went unanswered. I find the number of people I spoke with that did not follow thru to be amazing not to mention unacceptable. They take people in a bad situation and make it worse. But yet you send me a brochure titled 'Early Return To Work Benefits Everyone.' Again I cannot say enough good about *. She is the only one who has helped me so far.
- * was very helpful and professional while assisting me with this process.
- The office was kind of backlogged when I spoke with them. Apparently they had been closed the week before for a conference and still getting caught back up.
- As an injured employee, most of the time you are trying to recuperate and do not really know or understand your rights. When I went I was not doing well physically or mentally and did not take full advantage of this program. I however was guided through my DARS counselor who kept instructing and educating me to go to the OIEC office. So many injured employees fall in the cracks of not taking advantage of services provided. Thank you.
- I have just started to use your services and so far it has been a nice experience. Thanks.
- CSR was helpful in explaining process, specifically answering my questions regarding my complaint packet received in a timely manner and was very organized. Thank you!
- Going from zero knowledge to this overwhelming experience is because of *. Thank you for your help.
- * was great!
- Only to speed up the process, and there is a lot of repeating things. I am hurting my hand writing all this.
- I would like more information about whom I could contact at OIEC, such as my adjuster. I was also never told about online resources.
- * was very kind and helpful.
- I have not had any complaints thus far. I appreciate any help I can get. I have not seen a doctor yet, but plan to next week. * was very helpful.
- Thanks for all help y'all are given me -- * was awesome. Thank you.
- * was very nice.
- * was very professional and friendly.

- * was very good at answering my questions. She is an asset to your business.
- So far it has been great. I just happened to call, before a week of training, in San Antonio, which has delayed this process. * was great!!
- My Ombudsman is *. I could not have asked for or received a better response time. * with the Division of WC suggested the DWC-24 might be of help. She asked for assistance from the Counsel. * called right away and explained the procedure, assured me they would help in any way and told me * would be my adjuster. * went out of her way to fax the form, have me sign and send to my 3rd Party Adjuster to also sign and have approved and sent back to me to send to Medicare. All this took place in a 24 hr, period. I could not have asked for better service. It was exemplary.
- My Ombudsman is *. I feel like * has my best interests in mind, and has been the most helpful person in this process so far.
- * was very nice, organized and professional.
- My Ombudsman is *. It was a pleasure working with *.
- My Ombudsman is *. Very helpful, friendly, and knowledgeable.
- I had a pleasant meeting and review with *. She was very well prepared. I had no problems whatsoever.
- * was great. She was well prepared. I want to thank her for all her hard work.
- My OIEC was very helpful. I glad the service is here for me. God bless.
- * was my case worker and she provided me with excellent assistance in resolving my dispute against the opposing insurance company.
- Thank you.
- My Ombudsman * was absolutely amazing. She was very informative and very thorough. I would rather have her any day compared to an attorney. She was respectful of my time and understanding of my dispute and represented me as if I was doing it myself. She took time to explain to me every aspect of my dispute and kept me informed of what to expect. Customer Service is like gold these days and is very valuable and hard to find and her service was 'Gold'. If I need her I would be honored to use her again! Thanks to *. Need more lawyers like her. She could teach them a few things. Thanks.
- * was very helpful with my case and answered all my questions to where I could understand better. Thank you so much * for getting my case solved after waiting for 8 months to finally get my much needed medical treatments!
- Were very helpful and was very knowledgeable. Very helpful.

- OIEC has helped me tremendously. I am glad I called the office then the injury happen. I did not know which direction to go. My employer would not assist nor did they give me any suggestions or advice. Thank OIEC for everything.
- I am thankful for my Ombudsman * who explains the steps for each process I have to go through for resolution.
- My call was answered by * and she was excellent, provided answers to all my questions, call back exactly when she said and mailed me a packet that arrived in the NEXT days mail. (unbelievable). Great representative, is the best of staff is efficient.
- Keep *. She is the best. Thank you so much for your help and understanding.
- I haven't actually received services yet, I have just started the process, however, the staff members that I have spoken with in the Tyler office were courteous, knowledgeable, helpful and mailed claim forms and info brochures very quickly. I received them in two days.
- The service I received over the phone was excellent. The woman I spoke to was excellent and I received the package very quick. Thank you.
- * was very helpful with my concerns. Explained everything very well to make me understand the steps of each process.
- * was very friendly, organized, detailed, helpful and informative. She explained to me in detail what I need to do! She is excellent!!
- * was very informative.
- My ombudsman is *. This process is very confusing. * took time to explain it to me in words I could understand and made sure I knew what to do and expect. She was very direct and knowledgeable. I was very comfortable talking to her. It was like talking to a friend. She was very friendly and comforting. She even made me laugh!
- My ombudsman is *. She has been very helpful and knowledgeable and has spent the time to answer my questions and give helpful direction.
- * was very professional and knowledgeable on everything. I thank her and will use her again if I need help.
- Not much to suggest or comment on. Would like to say that * was extremely informative and knowledgeable. Upon leaving had to let her know that I was thankful and impressed with her help and information. Thanks!
- My Ombudsman is *. She is very understanding and caring. * has been very helpful. She takes her time and goes that extra mile to meet my needs. She has informed me very well the

process and explains in detail every step of the process. She has gave me hope in this long process. Thank you *.

- * was my Ombudsman. * was very, very helpful and gave excellent information.
- * was very knowledgeable and clear as to what steps I needed to take in preparation to my hearing on the date that it is scheduled. She was helpful in information regarding a surgeon that I could speak to about my current medical condition.
- Thank God I could get a hold of *. She was a lot of help. She guided me through the process when I didn't know where to go or who to call. I had called the Weslaco TX office but no help was provided and the wait was too long on the phone. I have only spoken to * once and she guided me on the right direction. She is very helpful and courteous.
- OIEC has done a great job helping me. All employees were very professional. I am grateful for their help.
- I had made notes this week of a phone call to OIEC to speak with my rep. * and the young lady who answered the phone was able to answer, advise and double check my understanding of her answers to my questions. She was able to explain what to expect from Texas Mutual, my doctor, my requests, my exam in easy to understand terms, in a very logical timeline. The most info in the shortest time since I have been visiting on the phone with you all -- Means more than you know. Thanks * -- God bless you all for what you do cause the pay cannot be enough. Your supporter and friend. P.S. Did call Scott & White about how hard it would be to change treating doctor this far in. You were right, almost impossible! Thanks here too!
- I had always heard horror stories about workman's comp but was pleasantly surprised when I did not experience any bad treatment at all. I was treated with compassion and understanding by any person that I came in contact with. There were two people that were especially helpful -- Dr. * and *, my Ombudsman.

FY 2014 CUSTOMER REMARKS – cont.

** Personal identification information has been redacted*

Spanish-speaking Customer Remarks (translated into English)

- * was the person assigned to assist me. She always was organized and professional throughout the process and was very respectful and on time.
- It's good that there are always people to translate for us. I cannot speak English.
- Thank you for sending the information in Spanish.
- The only problem was having to stay on hold up to 30 minutes. Pleased to mention the good customer service that was provided. * helps. She went out of her way to help.
- God bless all the staff in the office for your prompt help and the way you helped me.
- Thank you very much for having valuable staff and helping with questions and help with language.
- I have not contacted anyone in the office therefore I can't answer the questions in the survey.
- Suggest more communication between injured employee and OIEC.
- All the services that were given to me were very important in my life. Thank you for all the conditional help.
- Thank you for worrying about bringing the best information in my language and people in my language (Spanish). That helps bring more trust and my correct understanding.
- Thank you to the office for having all the information in Spanish. That is very convenient for me and they also had people that spoke Spanish. It's easier for communication. Thank you for the help. I can trust that my case will be handled in the best way possible.
- I'm very grateful for the assistance that I got from this office. * answered all my questions with very good information. Thank you and God Bless.

CONCLUSION

OIEC's mission is to assist, educate, and advocate on behalf of the injured employees of Texas, and the feedback provided through the Customer Satisfaction Survey helps the agency continue to improve its customer service.

Customer feedback provided from previous surveys has resulted in process changes, staff reorganization, specified training, and other methods to improve customer satisfaction.

OIEC will use the feedback provided from the FY 2014 Customer Satisfaction Survey and future surveys to ensure that the customer experience continues to improve.
