



BOARD OF DIRECTORS'  
**MEETING AGENDA**  
April 23, 2024



300 W. 15<sup>TH</sup>, AUSTIN, TEXAS 78701 / P.O. BOX 13777, AUSTIN, TEXAS 78711-3777  
(512) 475-1440, FAX (512) 370-9025 / [WWW.SORM.TEXAS.GOV](http://WWW.SORM.TEXAS.GOV)

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## Public Meeting

Board of Directors

April 23, 2024, 9:30 a.m.

William P. Clements Building, Room 103

Austin, Texas

1. Call to order, roll call, and recognition of a quorum
2. Recognition and congratulations to newly appointed Board Chair, Gerald Ladner
3. Recognition and appreciation of Board Chair, Lloyd Garland, M.D., who has elected to retire
4. Recognition and welcome of new Board Member Jeffrey "Jeff" Houston
5. Consideration and possible action to excuse previous board member absences
6. Approval of the minutes from the October 17, 2023, meeting
7. Presentation and discussion of Agency Operations Report
8. New business
  - 8.1 Presentation, discussion, and action on the remaining Fiscal Year 2024 assessment
  - 8.2 Consideration and acceptance regarding purchase of server infrastructure
  - 8.3 Consideration and approval of revisions, and updates, within the Board Governance Manual
9. Executive Session: Recess pursuant to Section 551.074, Government Code, to discuss the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee
10. Reconvene in Open Session for possible action on matters considered in Executive Session
11. Old business
12. Public comment\*
13. Discussion and possible action on future meeting dates
14. Adjournment

Individuals who may require auxiliary aids or services for this meeting should contact Emily Crase at (512) 936-2942 or [Emily.Crase@sorm.texas.gov](mailto:Emily.Crase@sorm.texas.gov) at least two days prior to the meeting so that appropriate arrangements can be made.

\*All public comments must be emailed to Ms. Crase by noon the day prior to the meeting. In the subject line of your email, please include the meeting date and topic of your comment. All comments received by this deadline will be read or summarized at the meeting and included in full to the official record of the meeting.

**Weapons Prohibited:** Pursuant to Texas Penal Code, Section 46.03(a)(14), a person commits an offense if the person intentionally, knowingly, or recklessly possesses or goes with a firearm, location-restricted knife, club, or prohibited weapon listed in Section 46.05 in the room or rooms where a meeting of a governmental entity is held, if the meeting is an open meeting subject to Texas Government Code, Chapter 551.



State Office of Risk Management

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BOARD MEMBERS	DATES OF TERM	HOMETOWN
Gerald Ladner, Sr., Chair	02/01/2027	Austin
Honorable Ricardo Galindo III	02/01/2025	San Antonio
William Brown	02/01/2027	San Antonio
Elizabeth "Lisa" Maciejewski-West	02/01/2029	Horseshoe Bay
Jeffrey "Jeff" Houston	02/01/2025	Dripping Springs

**1. Call to order, roll call and recognition of a quorum.**

**Information**

The Chair:

1. Calls the meeting to order;
2. Identifies the board members present.

**Action Required**

**The Chair recognizes a quorum.**



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**2. Recognition and congratulations to newly appointed Board Chair, Gerald Ladner.**

**Information**

Stephen S. Vollbrecht, Executive Director, requests recognition and congratulations for SORM's new Board Chair, Gerald Ladner.

**Action Required**

**No action required.**



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**3. Recognition and appreciation of Board Chair, Lloyd Garland, M.D, who has elected to retire.**

**Information**

Stephen S. Vollbrecht, Executive Director, requests recognition and appreciation of Board Chair, Dr. Lloyd Garland of Lubbock, who has retired from his position with the Board.

The designation of Board Chair has been granted to the esteemed Gerald Ladner.

**Action Required**

**No action required.**





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**4. Recognition and welcome of new Board Member, Jeffrey “Jeff” Houston.**

**Information**

Stephen S. Vollbrecht, Executive Director, requests recognition and welcome of new Board Member, Jeffrey “Jeff” Houston.

**Action Required**

**No action required.**



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**5. Consideration and possible action to excuse previous board member absences.**

**Information**

Board member absences may be excused for good cause as determined by the Board.

**Action Required**

**The Chair may entertain a motion for consideration and possible action to excuse previous absences, if any.**



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**6. Approval of the minutes from the October 17, 2023, meeting.**

**Information**

Attached are the minutes from the October 17, 2023, meeting.

**Action Required**

**The Chair may entertain a motion for approval of the minutes, with any amendments.**





**Minutes of the Public Meeting  
on  
October 17, 2023**

The following Board of Directors' meeting was in-person with the option for members of the public to view the meeting through Zoom.

Board Members present via in-person were Lloyd Garland (Chair), Gerald Ladner, and SORM's newest addition to the Board, Elizabeth "Lisa" Maciejewski-West.

Board Member Ricardo Galindo was present via Zoom. William Brown was absent.

- Item 1.** Board Chair Garland called the public meeting to order at 9:30 a.m. on October 17, 2023. Board Chair Garland recognized Members present. A quorum was established.
- Item 2.** The Board requested Board Member Tommy Gonzalez be honored for his dedication and service during his term on SORM's Board of Directors. At the request of Board Chair Garland, Stephen Vollbrecht (Executive Director and State Risk Manager) presented a Certificate of Service as a token of appreciation. Mr. Gonzalez is succeeded by Board Member Lisa Maciejewski-West.
- Item 3.** Mr. Vollbrecht requested recognition and welcome for new Board Member Maciejewski-West. After a brief introduction, Board Member Maciejewski-West was met with a warm reception.
- Item 4.** The Board acknowledged Board Member Brown and Gonzalez's previous absences. Board Chair Garland moved to accept the absences. Board Member Maciejewski-West seconded the motion, which carried without objection (4-0 vote).
- Item 5.** Board Chair Garland asked for any comments or changes to the Minutes of the July 25, 2023, meeting. Hearing no changes, Board Chair Garland moved to accept. Board Member Maciejewski-West seconded the motion, which carried without objection (4-0 vote).

**Item 6.** Agency Operations Report:

Stephen Vollbrecht introduced the Agency Operations Report (AOR) highlighting the successful roll out of the new RMIS to SORM's external clients, along with the status of upcoming initiatives regarding catastrophic claims and succession planning. Mr. Vollbrecht also provided updates on insurance negotiations for Automobile and D&O programs, then went on to advise the Board of upcoming revisions to the current Board Governance and Policy Manual. Mr. Vollbrecht called on Janine Lyckman (Director of Medical Quality Assurance), who recognized the recent graduates of the Work Comp College Program. Ms. Lyckman also provided further information on SORM's plans to mentor others who display interest in the program. On behalf of the agency and the Board, Mr. Vollbrecht recognized SORM's Internal Audit partners with McConnell Jones for their efforts over the last year.

Todd Holt (Deputy Executive Director) introduced Tawn Ihnen (Director of Project Management) to present an update on the successful migration of external users to the new RMIS during Labor Day weekend. The Project Management team was able to complete 3 implementations during the fourth quarter and will continue to work with Origami to plan for the remaining phases of the Origami migration project. Mr. Holt introduced Shelby Hyman (Director of Agency Relations) to update the Board on Agency Relations' plans to implement recommendations found within the 2023 Internal Audit. Ms. Hyman also highlighted SORM's widely successful Symposium that took place in August; she is hopeful this becomes an annual occurrence. Training participation rates, FEMA training efforts, Agency Relations outreach, and YouTube analytics for top performing videos were also discussed. Ms. Hyman appeared virtually for this presentation.

Lydia Scranton (Chief of Internal Operations) introduced Linda Griffin (Director of Talent Management) to introduce new employees, provided a list of current vacancies, provided updates to turnover and additional approaches to recruitment and retention initiatives, including the development of workshops and informationals for current staff. Prior to the conclusion of Ms. Griffin's presentation, Board Members Ladner, Garland, and Maciejewski-West, posed several questions regarding evaluations and recruitment. Board Member Ladner first asked how SORM staff responded to the performance review of the agency. Ms. Griffin and Mr. Vollbrecht expressed that feedback was positive overall. Board Member Garland then expressed interest in a possible evaluation of the Board's performance. Mr. Vollbrecht made note of this suggestion to discuss in the future. Lastly, Board Member Maciejewski-West questioned why recruitment was shown to be lower in September 2023. Ms. Griffin provided reasoning due to the nature of SORM's current vacancies. Historically, it is common for Claims Adjuster vacancies to be more difficult to fill, especially senior positions. Board Member Maciejewski-West went on to ask if the internal talent pool has been utilized for promotions into these senior positions. Both Ms. Griffin and Ms. Scranton advised that SORM has had great success with upward movement within the agency. With no further questions, Ms. Scranton introduced Darwin Hamilton (Director of Financial Management and Chief Financial Officer) to present the administrative and claim budgets with projected costs. Ms. Scranton introduced Keith DeSpain (Director of Information Technology) to provide an update on department support with a focus on the RMIS transition, SORM's PC refresh, and ongoing user support. Mr. DeSpain was also able to provide updates on Information Technology's ongoing efforts regarding Cybersecurity.

With the conclusion of Mr. DeSpain's report, Mr. Vollbrecht inquired if the Board wished to take a brief recess before continuing the AOR. The meeting continued per the Board's request.

James Cox (Chief of Strategic Programs) introduced Chris Martin (Director of Enterprise Risk) to present an update on Risk Management visit counts and goals for the next fiscal year, the status of the Statewide Insurance Program, and the introduction of virtual site visits as an option due to a recent Legislative change. After being advised of this change, Board Member Garland raised concerns regarding the shift from in-person visits to virtual. Mr. Martin and Mr. Cox advised that SORM plans to continue to primarily conduct in-person visits, as the relationships cultivated between SORM, and its client agencies, are vital to the agency's mission. Property renewals, notary applications, and insurance purchases were also discussed. Inquiries from Board Member Ladner and Galindo were received prior to the conclusion of Mr. Martin's report. Board Member Ladner first asked if there had been any renewal increases of note in property lines. Mr. Martin responded that property premiums had increased, however, increases have been seen across all lines. Board Member Galindo then followed by asking if the properties involved in the builder's risk programs are owned by the State, and if these projects are normally for new constructions, or pre-existing. Mr. Martin confirmed the builder's risk properties are owned by the State, and the majority of projects are for new constructions. Board Member Galindo also asked how soon builder's risk is added to the Property Schedule, and if it is not added, what would be the reason for covering that entity? Mr. Cox responded by adding that it is up to each individual agency to decide what is in their best interest; SORM may guide their choice, not force. Mr. Cox, Mr. Vollbrecht, and Board Member Galindo then went on to discuss SORM's suggestions to other state agencies for verifying safe drivers; it is up to each individual agency to decide how best to verify trusted drivers. Board Member Ladner then posed a question on SORM's position on Loss Funding for next Legislative Session. Mr. Cox and Mr. Vollbrecht advised this is an ongoing topic of discussion and is actively being researched. No further inquiries were made by the Board. Mr. Cox introduced Mitchell Griffin (Director of Claims Operations) to provide an update on current workers' compensation claims with a breakdown of costs and claims per income benefit. Mr. Griffin detailed adjuster development and retention efforts, claim overview, along with additional insight on the Catastrophic Claims initiative and Work Comp College program. Board Member Maciejewski-West asked about SORM's process regarding claim inactivation, to which Mr. Griffin went into further detail.

Deea Western (Chief of Legal Services and General Counsel) introduced Ronald Johnson (Director of Litigation Management) who presented information for Litigation Management, Benefit Review Conferences, and Contested Case Hearings, special investigations, and subrogation recoveries. Mr. Johnson and Mr. Vollbrecht responded to questions posed by Board Members Ladner and Maciejewski-West regarding educating claimants on fraud. They were advised that both SORM, and the Division of Workers' Compensation (DWC), provide many resources for further education regarding valuable claim information. Ms. Western introduced Janine Lyckman (Director of Cost Containment) to provide an update on cost savings, Network vs. Non-network counts, and prescription savings. Ms. Western introduced Tshau Todman (Regulatory Liaison) to present an update on indemnity files, regulatory compliance, and audits. Lastly, Ms. Western introduced Dayna Trotter (Director of Compliance Management) who provided an

update on contract administration and policy management. Per Ms. Trotter, over 300 policies have been drafted to date. Prior to the conclusion of Ms. Trotter's report, Board Member Galindo inquired if SORM is notified whenever a policy contained in a Certificate of Insurance (COI) is cancelled. Ms. Western advised that vendors who are contracted with SORM are required, per the contract, to provide updated COIs. She has not encountered a situation where a policy has been cancelled for non-payment, etc. Board Member Galindo then asked if vendors typically list SORM as an additional named insured whenever they are on-site. Ms. Western and Mr. Vollbrecht went on to add that SORM's vendors very rarely are on-site, but there have been instances where SORM has been listed as an additional named insured.

With the conclusion of the AOR report, Board Chair Garland called for a brief recess at 11:11 a.m. Session was resumed at 11:25 a.m.

**Item 7.** New Business:

- 7.1 Board Member Ladner introduced the agency's internal auditor to present the Fiscal Year 2023 Internal Audit Report. Darlene Brown, and Liz Meyers of McConnell and Jones, presented the report on the efficiency and effectiveness of SORM's Agency Relations Department. Findings regarding professional development, external communications, and internal communications were discussed. Ms. Brown and Ms. Meyers opened the floor for comments. No comments. Board Member Ladner moved to accept the Fiscal Year 2023 report. Board Member Galindo seconded the motion, which carried without objection (4-0 vote).
- 7.2 Ms. Brown presented the Fiscal Year 2024 Internal Audit Plan. Ms. Brown opened the floor for comment. No comments. Board Member Ladner moved to accept the Fiscal Year 2024 Internal Audit Plan. Board Member Maciejewski-West seconded the motion, which carried without objection (4-0 vote).

**Item 8.** No Old Business.

**Item 9.** No Public Comment.

**Item 10.** Future Meeting Dates. Discussion on suggested dates for the next Board meeting. Board Chair Garland set January 9, 2024, as the next tentative meeting date with a back-up of January 23, 2024. It will be discussed at a later date whether a public meeting will be held for Q1.

**Item 11.** Board Chair Garland adjourned the meeting at 11:40 a.m.



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## **7. Presentation and discussion of Agency Operations Report.**

### **Presentation of division reports**

#### **Information**

Management will be available to summarize agency and division activities and provide additional information requested by the Board.

Board identification of key metrics or other components for inclusion or removal in subsequent reports.

#### **Action Required**

**No official action required.**



**AGENCY OPERATIONS REPORT FY24Q2  
TO THE  
SORM BOARD OF DIRECTORS**

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**April 23, 2024**



### **I. INSURANCE NEGOTIATIONS AND DEVELOPMENT**

The rate of inflation, premium costs, and erosion of coverage continue to raise serious questions of sustainability absent legislative action to establish a formal retention/reserve structure for the state. The Property Advisory Council has selected the policy model for the pending renewal and has also been offered additional options for parametric design to accommodate market pressures. Looking forward, the Executive Director and the Chairman of the Board attended a national captive and pooling governance conference to discuss issues related to recommendations to the legislature for establishing authorities in Texas to establish more robust approaches to risk financing.

### **II. ORGANIZATIONAL DESIGN AND DEVELOPMENT**

The first organizational review of the Office was conducting in 2004, and a second more thorough review was completed in 2014. Following this 10-year cycle, leadership is currently undergoing a full-scale analysis of agency structure and required resourcing in 2024. All executive management and department leadership are engaged in this effort.

### **III. PEOPLE AND CULTURE INITIATIVE**

The biennial Survey of Employee Engagement, coordinated with the University of Texas, is complete and additional information and discussion will be provided to the Board by Talent Management.

### **IV. FACILITIES DEVELOPMENT**

As the Texas Facilities Commission (TFC) continues Phase II of building construction of the Texas Capitol Complex Master Plan, SORM requested additional space in a current or new office building to accommodate full staffing of agency personnel. TFC has offered space in a new construction which is scheduled for completion in next few years. A request for an alternate operating facility for continuity purposes is still pending determination.

### **V. ADDITIONAL ADVISORY ACTIVITIES**

More Advisory Councils have been established to solicit feedback and implement expectations from agency stakeholders. Along with Insurance Councils and Continuity efforts, the next Claims Coordinator Council is scheduled to address prophylaxis coverage in workers' compensation, and to address timely reporting.

### **VI. GOVERNANCE MANUAL**

Initial review of the Board Governance and Policy Manual is complete and requires further refinement before it will be ready for review and approval by the Board. Items identified for amendment or addition include recommendations relating to compliance review, establishing an evaluation schedule for the executive director, modifications of delegations and authorities, additions and adjustments to the appendices, and updates to the glossary.



## PROJECT MANAGEMENT

### I. RMIS IMPLEMENTATION PROJECT UPDATE

#### A. PROJECT EXECUTION

The Project Management (PM) team completed eight implementations this quarter. Work continues daily to enhance the Origami system for SORM staff and the new external users. PM staff are also working with Origami to strategically scope and plan the remaining phases of the Origami migration project.

#### B. PROJECT MONITOR AND CONTROL

PM staff are using the Project Monitor and Control Process to actively manage scope, budget, and timelines in a consistent and measurable framework.

In addition to the Origami migration, PM facilitates, monitors, and reports on project activity across the agency. The SORM project activity statistics are presented below. Overall, project numbers increased over the prior quarter.

Quarterly Statistics by Status

		Opened	Complete	Withdrawn	In Progress	On Hold	Pending Approval	Not Started
2019	Prior to FY20Q1	7	0	1	1	0	0	0
FY20	Q1	56	6	9	4	8	0	1
	Q2	23	24	0	0	1	1	0
	Q3	21	17	1	1	1	0	0
	Q4	7	17	1	0	1	1	1
FY21	Q1	21	9	9	1	2	0	1
	Q2	9	7	0	1	0	2	1
	Q3	9	8	0	1	1	0	0
	Q4	13	10	1	0	0	0	0
FY22	Q1	4	5	0	0	1	0	1
	Q2	6	2	0	1	2	0	0
	Q3	8	14	0	2	0	0	0
	Q4	13	7	0	11	0	0	0
FY23	Q1	2	9	0	0	0	0	1
	Q2	3	1	0	1	0	1	0
	Q3	4	3	0	3	0	0	0
	Q4	4	3	0	4	0	0	0
FY24	Q1	7	4	0	3	1	0	0
	Q2	7	8	0	8	2	0	0
TOTAL		220	151	22	39	20	5	6

### Quarterly Statistics by Category

		External Audit Finding	Legislative Requirement	New RMIS	SORM Must Have	Other
FY19	Prior to FY20Q1	2	1	1	2	1
FY20	Q1	3	12	9	13	19
	Q2	0	2	0	12	9
	Q3	1	1	14	3	2
	Q4	0	0	3	1	3
FY21	Q1	0	1	6	5	9
	Q2	0	1	3	4	1
	Q3	0	0	5	3	1
	Q4	0	1	10	2	0
FY22	Q1	0	0	3	1	0
	Q2	0	0	3	0	3
	Q3	0	1	6	1	0
	Q4	0	1	5	3	4
FY23	Q1	0	1	1	0	0
	Q2	0	0	0	3	0
	Q3	0	0	4	4	2
	Q4	0	0	5	3	3
FY24	Q1	0	0	3	6	6
	Q2	0	0	6	9	8
TOTAL		6	22	83	71	69

## AGENCY RELATIONS

### I. TRAINING

During FY24Q2, Agency Relations onboarded one new employee. SORM hosted another Workers' Compensation Claims Coordinator Training taught by the Deputy Executive Director. These classes led to the creation of the new Claims Coordinator Council where claims coordinators from across the state met to discuss challenges at the kickoff meeting in January. The next meeting is scheduled for April 2024.

**Instructor Led Agency Training for FY24Q2**

Course Name	Classes	Students
15 Passenger Van	1	16
Driving Safety	2	94
Additional Duty Safety Officer	1	6
Office Safety	2	56
Lifting Safety	1	36
Slips, Trips, and Falls	1	31
Workers' Compensation Claims Coordinator Training	1	35
<b>TOTAL</b>	<b>9</b>	<b>274</b>

**Self-Paced LMS Training FY24Q2**

Virtual Course Name	Students
Driving Safety	1133
Workers' Compensation Claims Coordinator Training	60
New RMIS: Part 1 – Getting Started	15
New RMIS: Part 2 – Claims and Incidents	9
New RMIS: Part 3 – Adding Documents to a Claim	9
New RMIS: Part 4 – Additional Training	9
<b>TOTAL</b>	<b>1,235</b>

### II. STATEWIDE CONTINUITY OF OPERATIONS PROGRAM

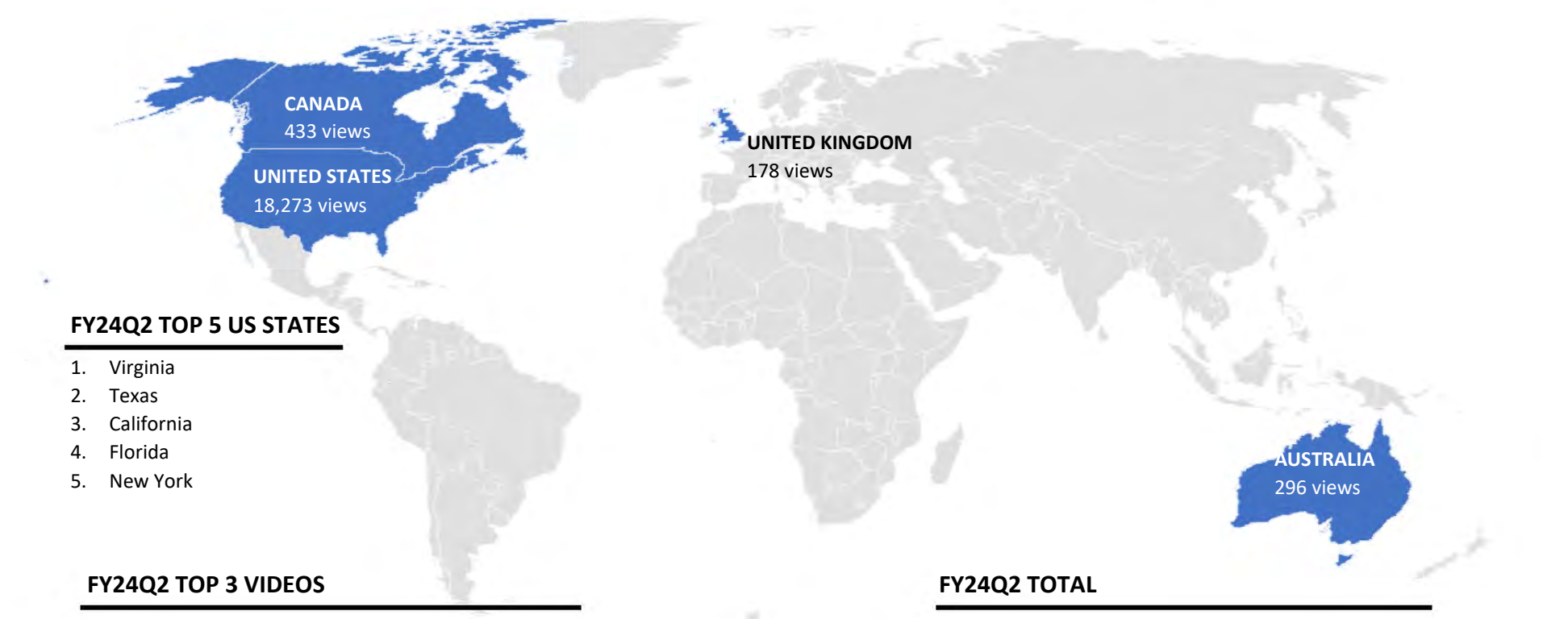
The Continuity Council has seen success in participation of the pilot Mentoring Program. The feedback in the pilot program will be used through the coming year to support those who are new to continuity of operations. The Council continues planning efforts for the SORM Symposium in The Woodlands, TX at the end of July. Speakers for the Symposium have been paired with Speaker Liaisons to ensure timely submission of presentation materials. The Statewide Continuity Coordinator continues to hold regular FEMA 1301 and 1302 continuity courses to increase the number of certified practitioners across Texas and the United States.

SORM's internal continuity program handled minor incidents during FY24Q2 and identified areas for growth in preparedness for events. The program will focus on enhanced training and collaboration with other organizations, as well as partnering with fellow state agencies to produce training videos.

**FY24Q2 Continuity Activity**

Plans Evaluated	6
Exercises Evaluated	5
Outreach/Presentations	12
Individual Consultations	5
Continuity Council and Committee Meetings	19
Internal SORM Continuity Meetings	8

YOUTUBE ANALYTICS



**FY24Q2 TOP 5 US STATES**

- 1. Virginia
- 2. Texas
- 3. California
- 4. Florida
- 5. New York

**FY24Q2 TOP 3 VIDEOS**

How to Survive an Active Shooter	15,940 views
Same Level Slips, Trips, and Falls	2,019 views
How to Prevent Heat-Related Illness	1,224 views

**FY24Q2 TOTAL**

Total views	23,217
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## INTERNAL OPERATIONS

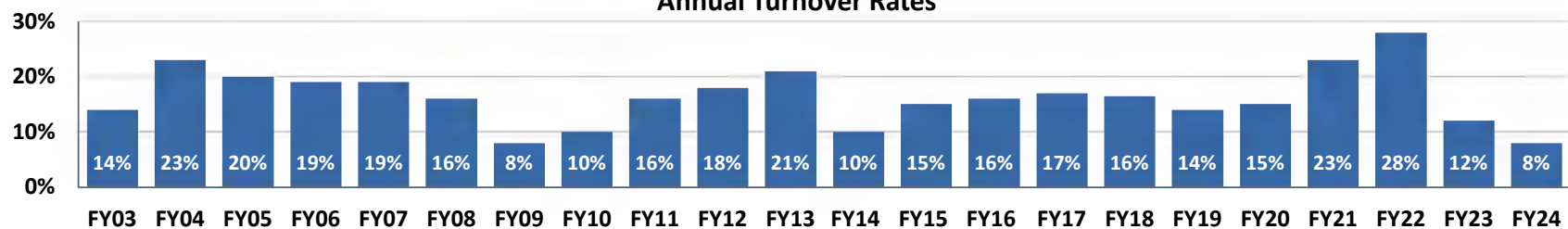
### TALENT MANAGEMENT

New Hires	Vacancies
Kimberly English, Compliance Specialist	Senior Claims Adjuster (2)
Lizzy Norman, Claims Adjuster	Industry Training Consultant (paused)
Andrea Meza, Claims Adjuster	Enterprise Risk Specialist
Armando Medina, Senior Claims Adjuster	Contract Manager (paused)
Tasia Wilson, Receptionist	Cost Containment Specialist (pending)
	Medical Clean Bill Specialist
	Accounting Technician
	Receptionist

#### Recruitment Efforts

	January	February	March
Agency Web Site - Internet	90	59	56
College/University Career Day	2	2	1
Human Resources/Personnel Office	2	2	1
Job Board	61	25	30
Job Fair	1	0	1
Other	2	0	0
Other State Employees	18	0	9
Professional Publication	0	0	0
Recruitment Poster	0	0	0
Social Media	0	0	2
<b>TOTAL</b>	<b>176</b>	<b>88</b>	<b>100</b>

#### Annual Turnover Rates



## FINANCIAL MANAGEMENT

### FY24 AGENCY (CONSOLIDATED) BUDGET

February 29, 2024

Objects of Expense	Initial Budget:	Adjustments Transfers (+ In, - Out)	Revised Budget:	Expenditures Year to Date @ 2/29/2024	Encumbrances @ 2/29/2024	Remaining Budget @ 2/29/2024	Unpaid Expenses Incurred	Percent of Budget Expended/Incurred	Percent of Fiscal Year Elapsed
Salaries & Wages	7,936,239	(122,000)	7,814,239	3,945,907	-	3,868,332	-	50.5%	50%
Other Personnel Costs	250,000	-	250,000	70,255	-	179,745	-	28.1%	50%
Professional Services	1,450,000	500,000	1,950,000	(113)	56,331	1,893,782	1,063,971	57.4%	50%
Consumable Supplies	35,547		35,547	12,256	4,199	19,092	-	46.3%	50%
Utilities	5,637	18,000	23,637	7,397	4,300	11,940	-	49.5%	50%
Travel	135,000	(18,000)	117,000	13,562	-	103,438	-	11.6%	50%
Rental of Space	720	-	720	360	360	-	-	100.0%	50%
Rental of Equipment	24,000	-	24,000	-	-	24,000	-	0.0%	50%
Operating Costs	1,136,400	-	1,136,400	833,642	67,592	235,166	-	79.3%	50%
Capital Expenditures	350,607	-	350,607	-	-	350,607	-	0.0%	50%
<b>TOTAL</b>	<b>11,324,150</b>	<b>378,000</b>	<b>11,702,150</b>	<b>4,883,266</b>	<b>132,782</b>	<b>6,686,102</b>	<b>1,063,971</b>	<b>50.8%</b>	<b>50%</b>

Objects of Expense	Initial Budget:	Adjustments Transfers (+ In, - Out)	Revised Budget:	Expenditures Year to Date @ 2/29/2024	**Encumbrances @ 02/29/2024	Remaining Budget @ 2/29/2024		Percent of Budget Expended/Incurred	Percent of Fiscal Year Elapsed
Indemnity	19,390,817	0	19,390,817	9,437,835	1,889,635	9,952,982		48.7%	50%
Medical	21,176,933	0	21,176,933	10,668,261		10,508,672		50.4%	50%
Total Exps.	40,567,750	0	40,567,750	20,106,095		18,572,020		49.6%	50%
Subrogation and Restitution	(567,750)	0	(567,750)	(179,175)		(388,575)		31.6%	50%
<b>NET TOTAL</b>	<b>40,000,000</b>	<b>-</b>	<b>40,000,000</b>	<b>19,926,920</b>		<b>18,183,445</b>		<b>49.8%</b>	<b>50%</b>

\*\* Contract for workers' compensation services initially included in administrative budget.

## FY24 PROJECTION

	Actual Costs as of 2/29/24 3 Months	Based on even distribution	Based on 15 year avg. (FY2009 - FY2023)	Based on 10 year avg. (FY2014 - FY2023)	Based on 5 year avg. (FY2019 - FY2023)	Worst Case Assumed
Indemnity		49.73%	50.04%	49.56%	49.57%	49.56%
Medical		49.73%	49.98%	50.37%	49.29%	49.29%
Recovery		49.73%	52.42%	50.87%	47.28%	100.00%

### FY24 PROJECTIONS

Indemnity	9,736,723	19,580,443	19,459,462	19,647,531	19,642,120	19,647,531
Medical	10,253,543	20,619,763	20,514,695	20,355,269	20,800,977	20,800,977
Recovery	(140,712)	(282,970)	(268,453.61)	(276,594)	(297,596)	(140,712)
<b>TOTAL</b>	<b>19,849,555</b>	<b>39,917,236</b>	<b>39,705,703</b>	<b>39,726,207</b>	<b>40,145,501</b>	<b>40,307,797</b>

Average of four different projection bases and "worst case"

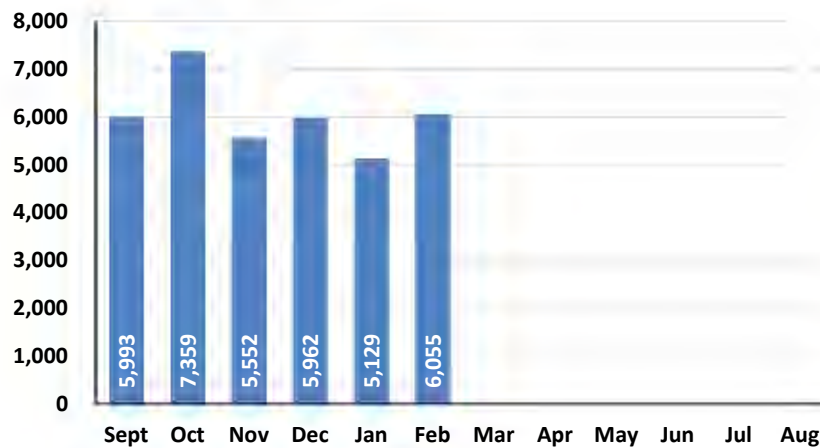
39,960,489

Gross costs only	19,990,266	40,200,206	39,974,157	40,002,801	40,443,097	40,448,508
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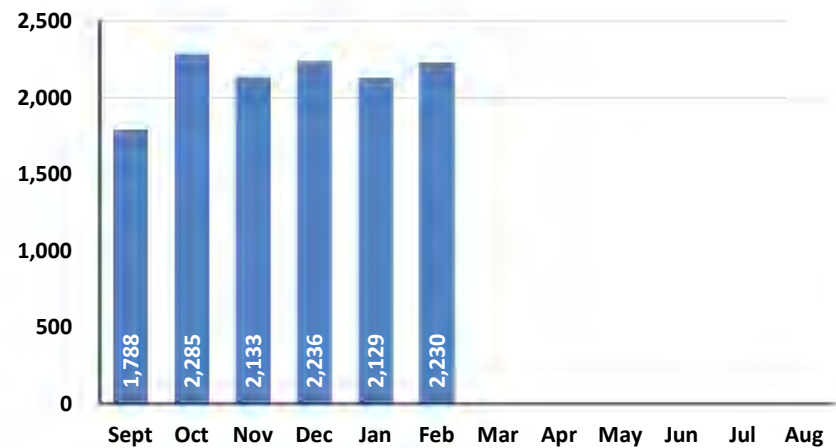
Average of four different projection bases and "worst case"

40,213,754

**Medical Bills Processed FY24**  
Total 18,904



**Indemnity Bills Processed FY24**  
Total 6,206





## INFORMATION TECHNOLOGY

### I. ONGOING AGENCY SUPPORT

Information Technology (IT) continues to support agency operations through infrastructure support, processing, and reporting. Significant areas of activity in FY24Q2 include:

Area	Task
<b>Team Changes</b>	<ul style="list-style-type: none"><li>• Stable.</li></ul>
<b>Equipment – Servers, desktops, laptops, and peripherals</b>	<ul style="list-style-type: none"><li>• Managed and supported servers and PC infrastructure.</li><li>• Continuous troubleshooting of reported user issues with all SORM equipment.</li><li>• Completed deployment of new laptops for our FY24 budgeted PC refresh for SORM employees.</li><li>• Initiated new project to identify scope for migrating our SORM servers to the Texas Private Cloud.</li></ul>
<b>Software changes (mainframe, web, client/server, and PC applications)</b>	<ul style="list-style-type: none"><li>• Continued adapting and integrating our applications with Origami and the new CAPPS financial system.</li><li>• Continued software changes and process improvements for SORM internal applications automating and supporting business process changes.</li><li>• Origami Production Support.</li></ul>
<b>State Agency Support Services</b>	<ul style="list-style-type: none"><li>• Reporting:<ul style="list-style-type: none"><li>○ Provide weekly, monthly, and year to date Workers' Compensation Financial Reports to our state agencies.</li><li>○ Ad Hoc reporting as requested.</li></ul></li></ul>
<b>Cybersecurity</b>	<ul style="list-style-type: none"><li>• Continuous monitoring for vulnerabilities within SORM computers and servers.<ul style="list-style-type: none"><li>○ Installing updates on computers and servers to address vulnerabilities and comply with cybersecurity standards.</li></ul></li></ul>

## II. CYBERSECURITY METRICS FY24Q2

The graphs below show a historical view of vulnerabilities. The graphs analyze data over the past six months taking data points every 15 or 30 days. This method will show peaks in vulnerabilities as new events occur and when new scans are completed in the Security Center.

**SORM Workstation Executive Summary, Vulnerability Trend (6 Months)**



SORM Server Remediations for same period:

	Mitigated 0-15d	Mitigated 15-30d	Mitigated 30-60d	Mitigated 60-90d	Mitigated >90d
<b>Total Vulnerabilities</b>	66%	6%	5%	6%	16%
<b>Exploitable Vulnerabilities</b>	71%	5%	3%	1%	19%
<b>Unsupported Product</b>	19%	55%	11%	5%	10%
<b>Critical</b>	95%	2%	2%	0%	2%
<b>High</b>	76%	12%	3%	9%	0%
<b>Medium</b>	23%	8%	13%	13%	44%
<b>Low</b>	0%	0%	0%	0%	100%

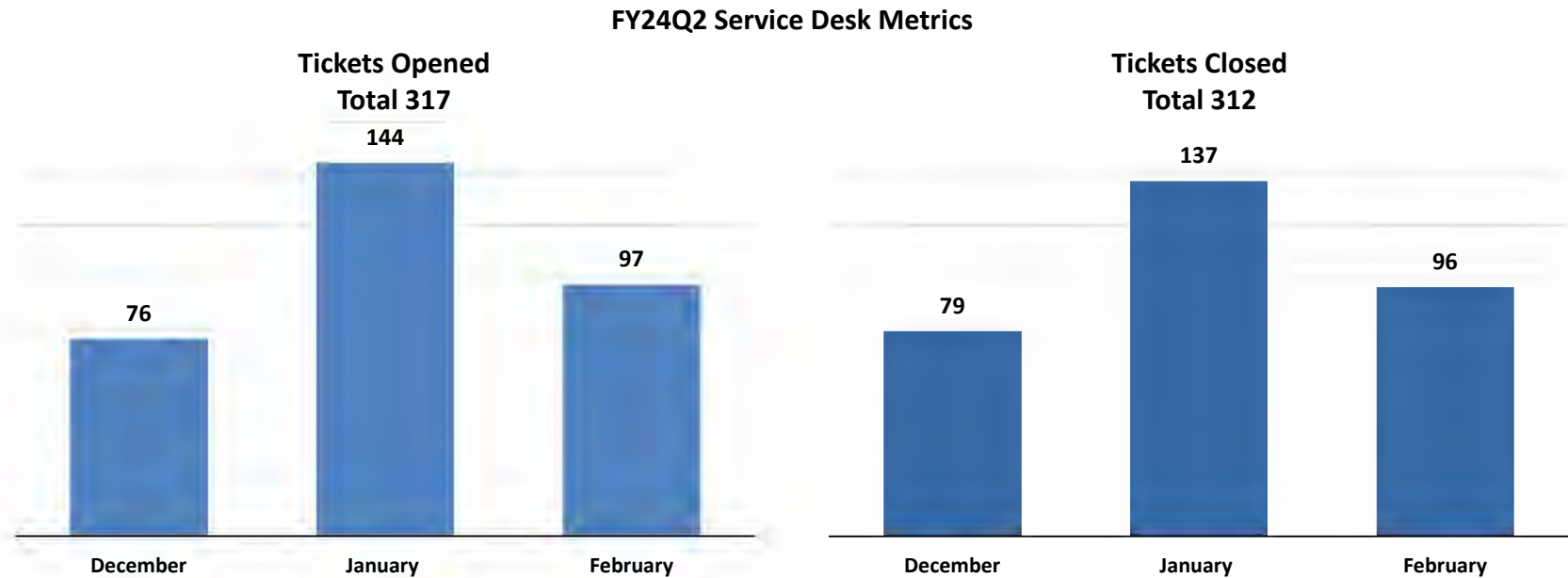
## SORM Server Executive Summary, Vulnerability Trend (6 Months)



SORM Workstation Remediations for same period:

	Mitigated 0-15d	Mitigated 15-30d	Mitigated 30-60d	Mitigated 60-90d	Mitigated >90d
<b>Total Vulnerabilities</b>	<b>46%</b>	<b>42%</b>	<b>8%</b>	<b>1%</b>	<b>3%</b>
<b>Exploitable Vulnerabilities</b>	<b>47%</b>	<b>46%</b>	<b>7%</b>	<b>0%</b>	<b>0%</b>
<b>Unsupported Product</b>	<b>86%</b>	<b>10%</b>	<b>3%</b>	<b>0%</b>	<b>1%</b>
<b>Critical</b>	<b>41%</b>	<b>53%</b>	<b>6%</b>	<b>0%</b>	<b>1%</b>
<b>High</b>	<b>70%</b>	<b>28%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>
<b>Medium</b>	<b>42%</b>	<b>33%</b>	<b>15%</b>	<b>2%</b>	<b>8%</b>
<b>Low</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

III. SORM SERVICE DESK ACTIVITY



IV. ANTICIPATED FY24Q3 ACTIVITY

In addition to routine support functions congruent with operations for the Office, we anticipate the following activities during FY24Q3 and beyond:

- A. Continue to expand the knowledge asset of our existing IT staff.
- B. Continue support our state agency users in the new RMIS system.
- C. Support SORM business units in providing IT solutions to support their goals and objectives.
- D. Continue FY24 Annual Cyber Security Training.
- E. Support the Project Management team with the RMIS Phase 2 and Phase 3 planning and implementations.
- F. Execute project to migrate our SORM servers to the Texas Private Cloud.



## STRATEGIC PROGRAMS

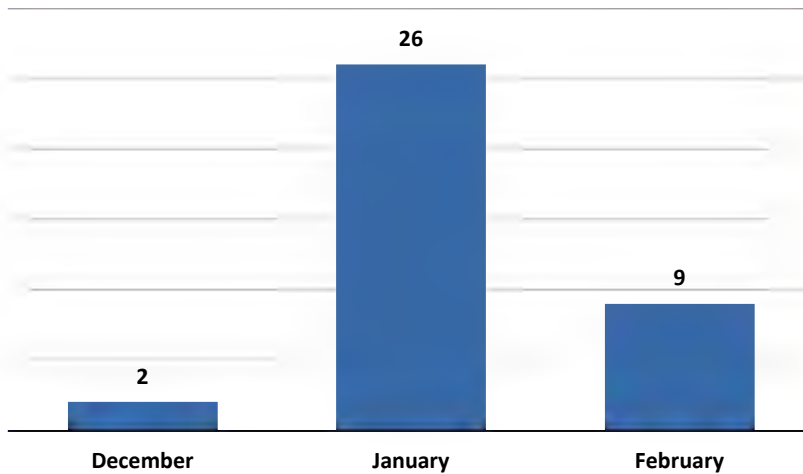
### ENTERPRISE RISK

#### I. STATEWIDE RISK MANAGEMENT PROGRAM

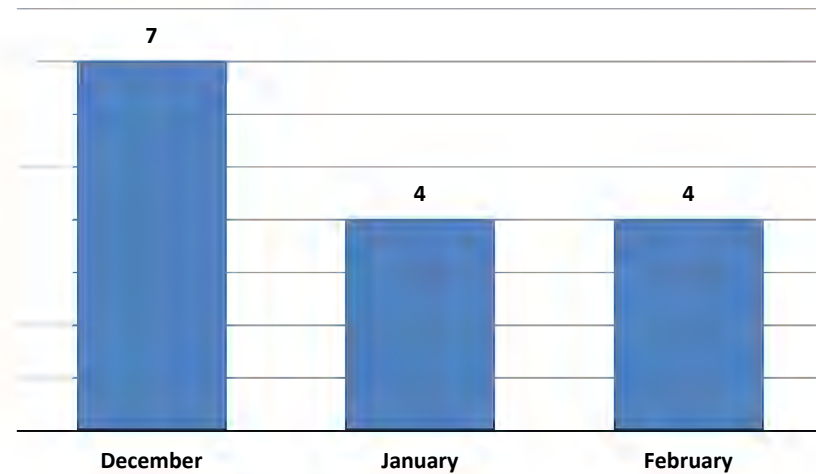
##### Consultation Visits (CVs) and Risk Management Program Reviews (RMPRs)

		Sept	Oct	Nov	Dec	Jan	
CVs	28	30	25	20	16	18	55% of a goal of 229
RMPRs	0	0	1	0	0	9	40% of a goal of 25

##### Recommendations Given FY24Q2



##### Closed Recommendations FY24Q2

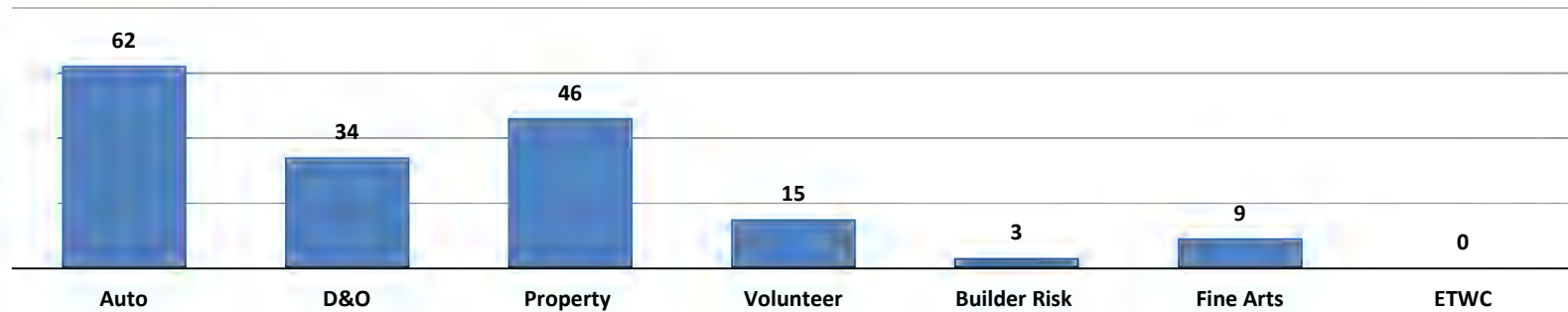


##### Category of Recommendations FY24Q2

Ergonomics	0
Environmental	0
Insurance	0
Risk Management	9
Safety	25
Policy/Procedure/Training	1

## II. STATEWIDE INSURANCE PROGRAM

### A. PARTICIPANTS IN STATEWIDE INSURANCE LINES FY24Q2



### B. MONITORING

- 586 notary applications were processed during FY24Q2

### C. INSURANCE PURCHASES

- SORM 201s processed: 13
- SORM 201s approved, and premiums paid: \$227,301

### SORM 201s FY24Q2

Line	Number of Policies	Approved	Comments	Premium
Cyber Liability	8	Yes	The policy transfers some of the risk related to covering expenses, such as notification and forensics, if there is a privacy event, security incident, or breach.	\$189,568
General Liability	2	Yes	General Liability (GL) insurance is designed to protect an organization against liability claims for bodily injury or property damage for which they may be legally responsible. This policy is a typically a requirement of a building lease agreement.	\$9,307
Mortgage Banker's E&O	1	Yes	A professional liability policy designed to cover the insured for financial liability if they commit an error or omission (E&O) in performance of professional duties.	\$10,573
Non-Profit Directors' and Officers'	1	Yes	Purchase of a Directors' and Officers' (D&O) Liability policy on behalf of a non-profit state corporation.	\$10,500
Extra Territorial Workers' Compensation	1	Yes	This coverage provides workers' compensation insurance for employees who work on behalf of the State of Texas but operate or live outside of Texas.	\$7,354
<b>TOTAL</b>	<b>13</b>			<b>\$227,301</b>

## CLAIMS OPERATIONS

### I. CLAIMS OPERATIONS ACTIVE WORKLOAD FY24Q2

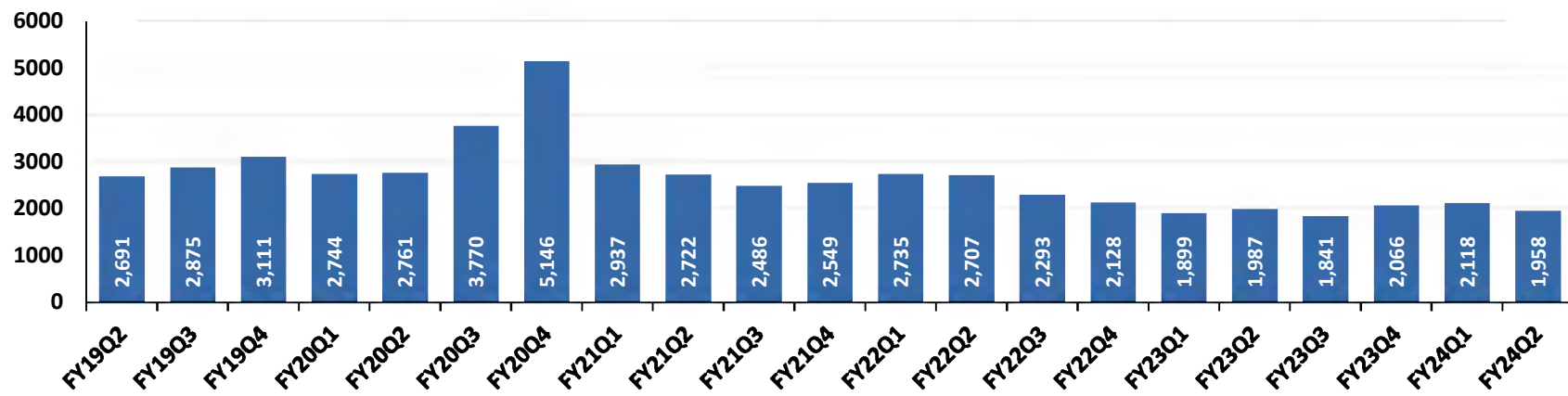
Claims Operations continues to conduct thorough investigations in the initial stages and focuses on maintaining active follow-up.

- A. SORM received 1,426 injury reports (claims) in FY24Q2, which is a decrease from the number of injury reports received in FY24Q1 (1,633)
- B. 1,300 claims were accepted
- C. 1,670 claims were inactivated
- D. SORM had 1,958 open claims at the end of FY24Q2

Claims Received per Quarter



Claims Open per Quarter



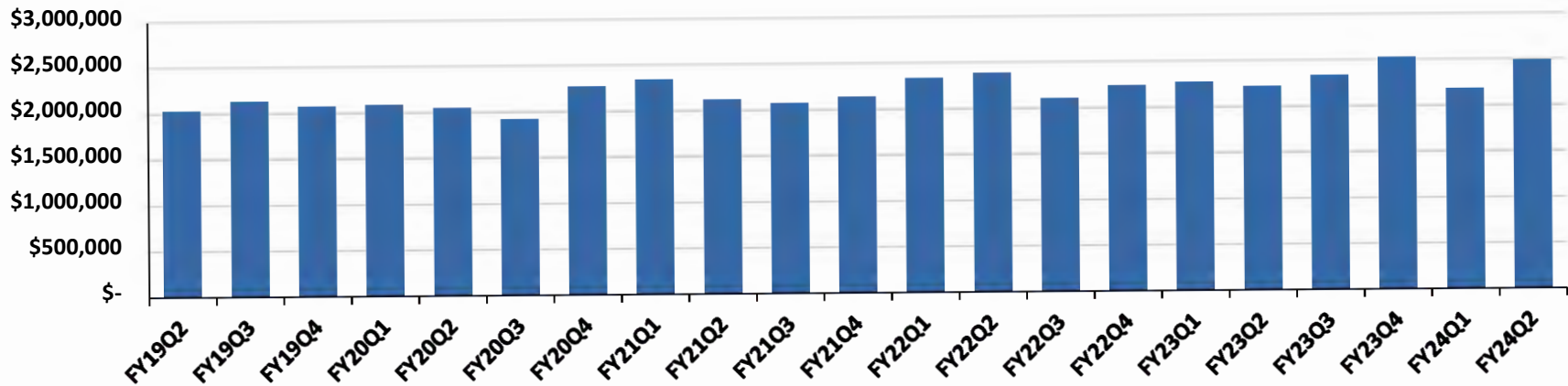


## II. ANALYSIS OF INCOME BENEFITS EXPENSES FOR FY24Q2

- A. FY24Q2 reflects an increase in TIBs and a decrease in IIBs indemnity costs from FY24Q1
- B. TIBs payments were \$2,488,296 and IIBs payments were \$733,902 in FY24Q2
- C. At the end of FY24Q2, there were 478 TIBs, 125 IIBs, 27 SIBs, 12 LIBs, and 110 DIBs claims open

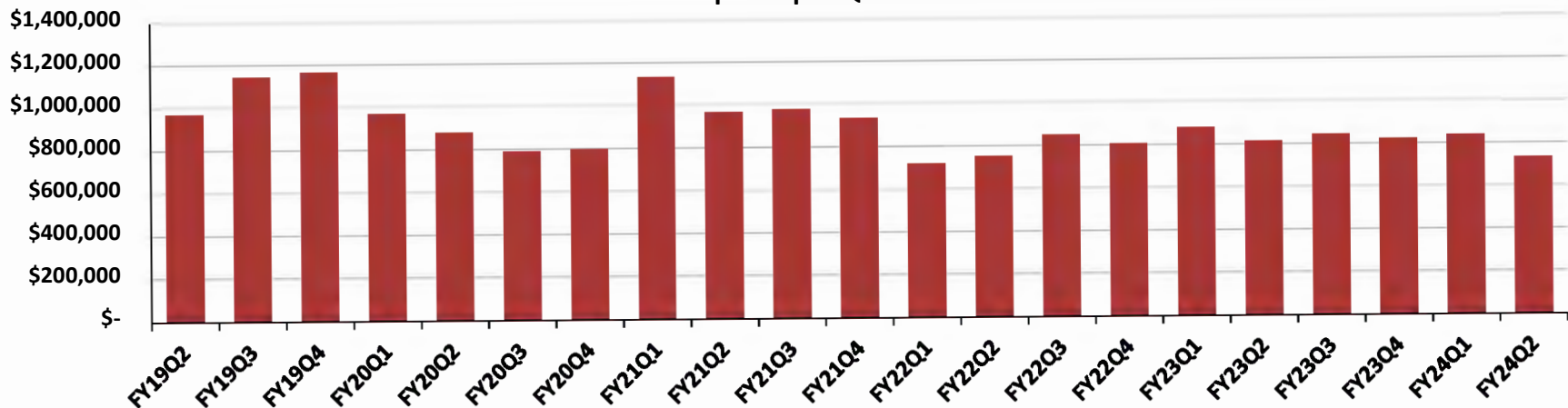
Temporary Income Benefits (TIBs) expenditures for FY24Q2 totaled \$2,488,296 on 478 claims

TIBs Expense per Quarter



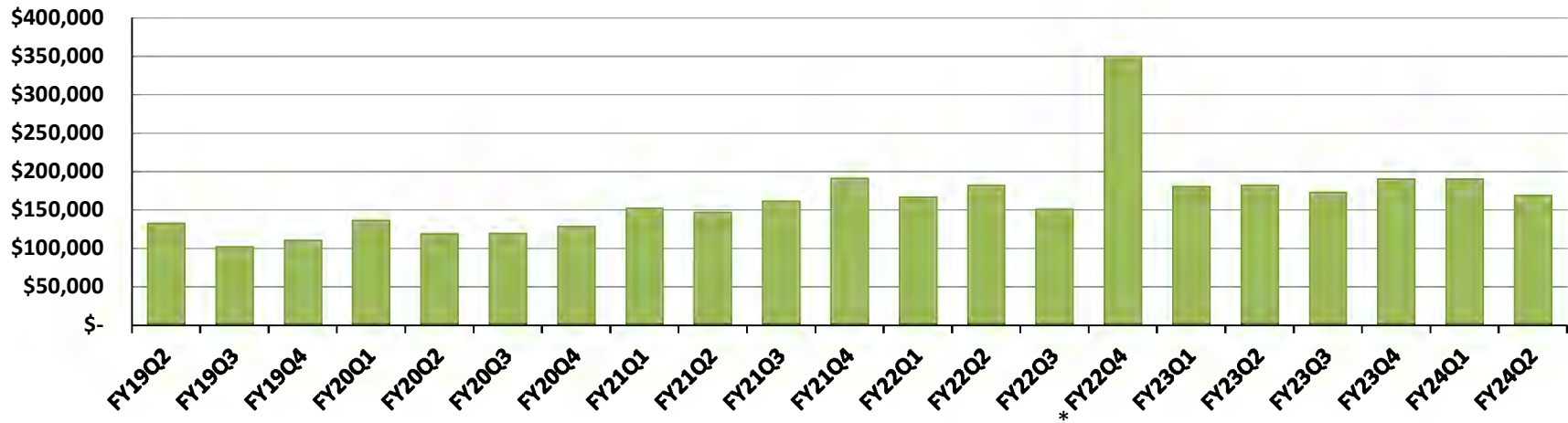
Impairment Income Benefits (IIBs) expenditures for FY24Q2 totaled \$733,902 on 125 claims

IIBs Expense per Quarter



Supplemental Income Benefits (SIBs) expenditures for FY24Q2 totaled \$169,167 on 27 claims

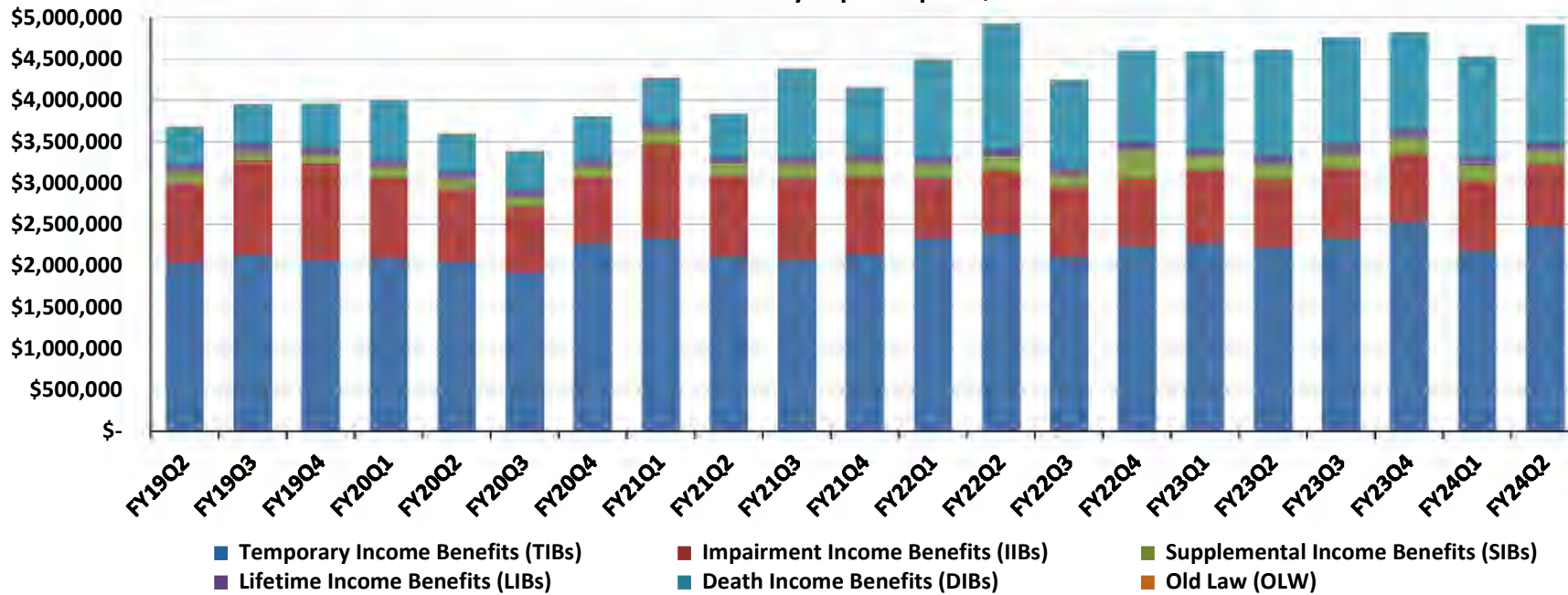
SIBs Expense per Quarter



\*FY22Q4 – thirteen quarters paid due to CCH rulings on two claims

Combined indemnity expenditures for FY24Q2 totaled \$4,916,389 on 752 claims

Combined Indemnity Expense per Quarter





## LEGAL MANAGEMENT

### I. BENEFIT DISPUTE RESOLUTION FY24Q2

Disputes regarding compensability or eligibility for benefits can occur throughout the life of a workers' compensation claim.

BRC Held/Reset	BRC Issue Resolved/Agreement	3 Most Common BRC Issues
29	6	EOI, IR/MMI, SIBs
CCH Held	CCH Resolved by Agreement	3 Most Common CCH Issues
9	0	MMI, Compensability, EOI

### II. SPECIAL INVESTIGATIONS

SORM investigates and reports workers' compensation fraud committed by system participants.

	FY24Q1	FY24Q2	FY24Q3	FY24Q4
Pending	10	12		
Opened	3	4		
Closed	4	2		
Criminal/Administrative Referrals	0	0		

### III. RECOVERY SERVICES

When a claimant's injuries are caused by a third party, SORM can request reimbursement for benefits that have been paid by the state for the compensable injury. If a TDI-DWC interlocutory order or decision is reversed or modified in SORM's favor, SORM can request reimbursement from the Subsequent Injury Fund for the overpayment of benefits.

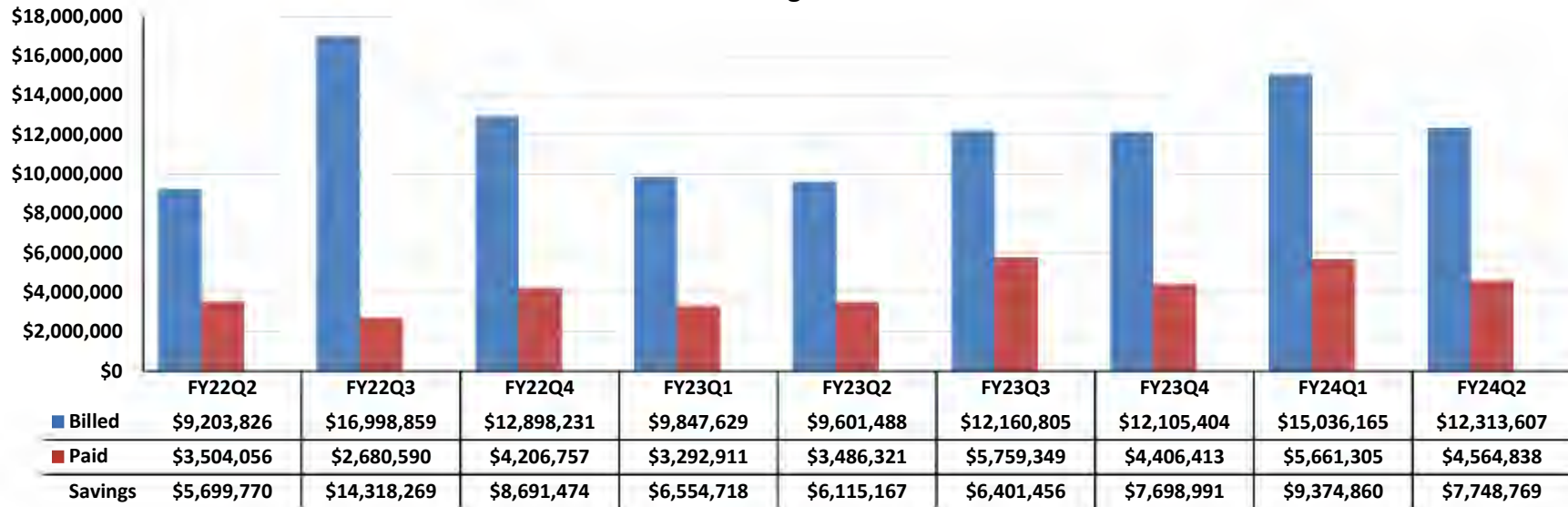
	FY24Q1	FY24Q2	FY24Q3	FY24Q4	Recovery Total to Date
Restitution	\$53	\$673			\$726
SIF	\$0	\$0			\$0
Subrogation	\$126,651	\$51,799			\$178,450
<b>TOTAL</b>	<b>\$126,704</b>	<b>\$52,472</b>			<b>\$179,176</b>

## COST CONTAINMENT

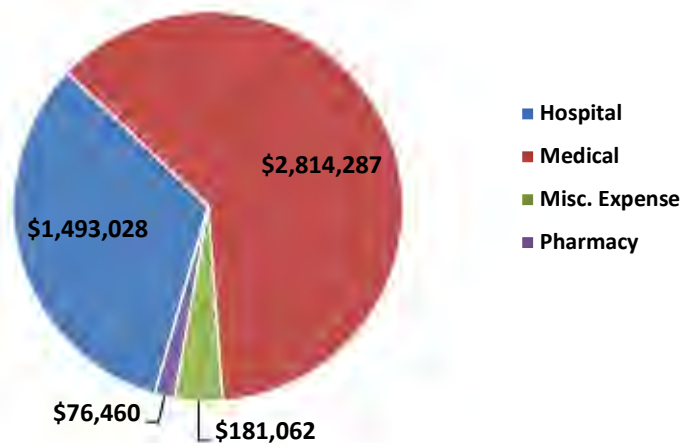
### I. MEDICAL COSTS

Workers' compensation benefits include medically necessary treatment related to the compensable injury.

**Medical Cost Savings FY22Q2 - FY24Q2**

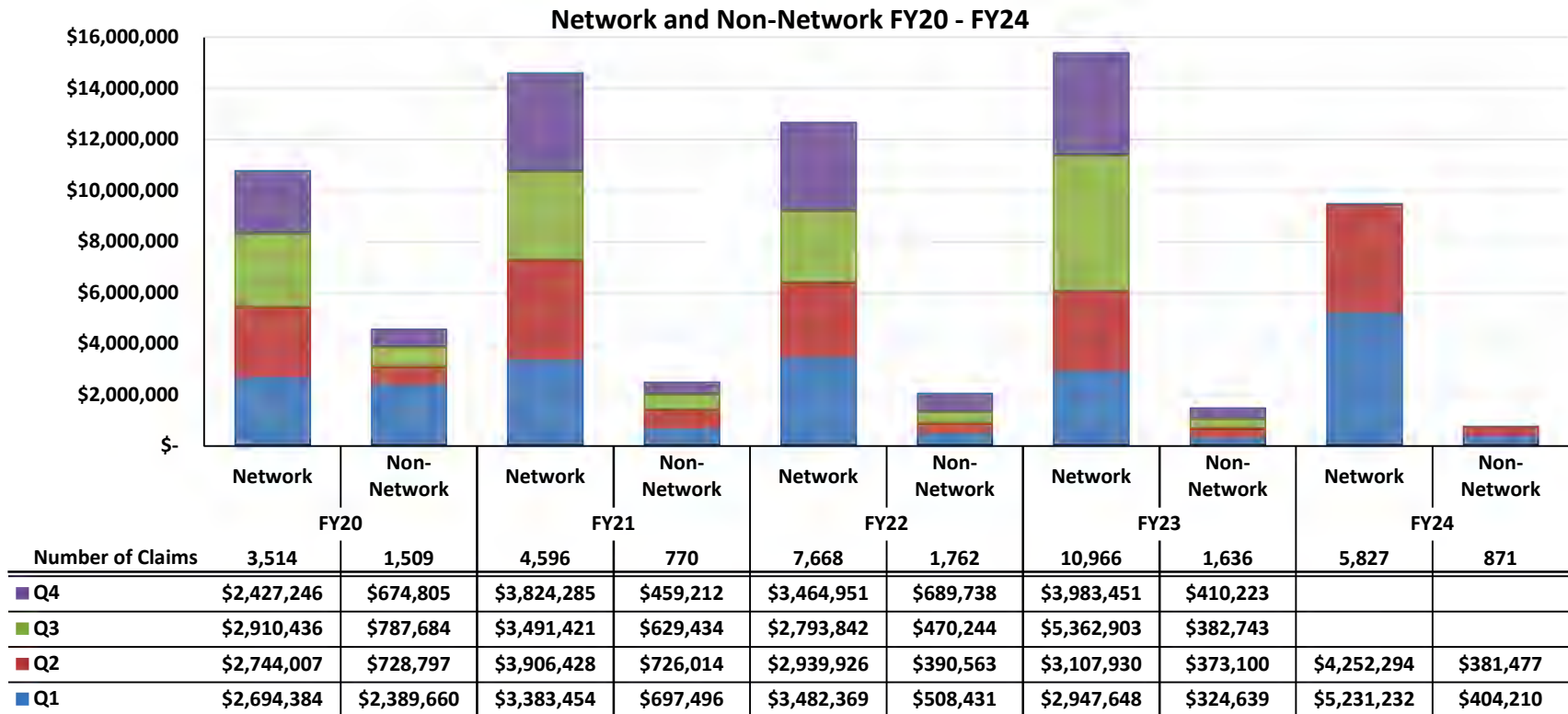


**Medical Payments FY24Q2**



## II. NETWORK AND NON-NETWORK DATA

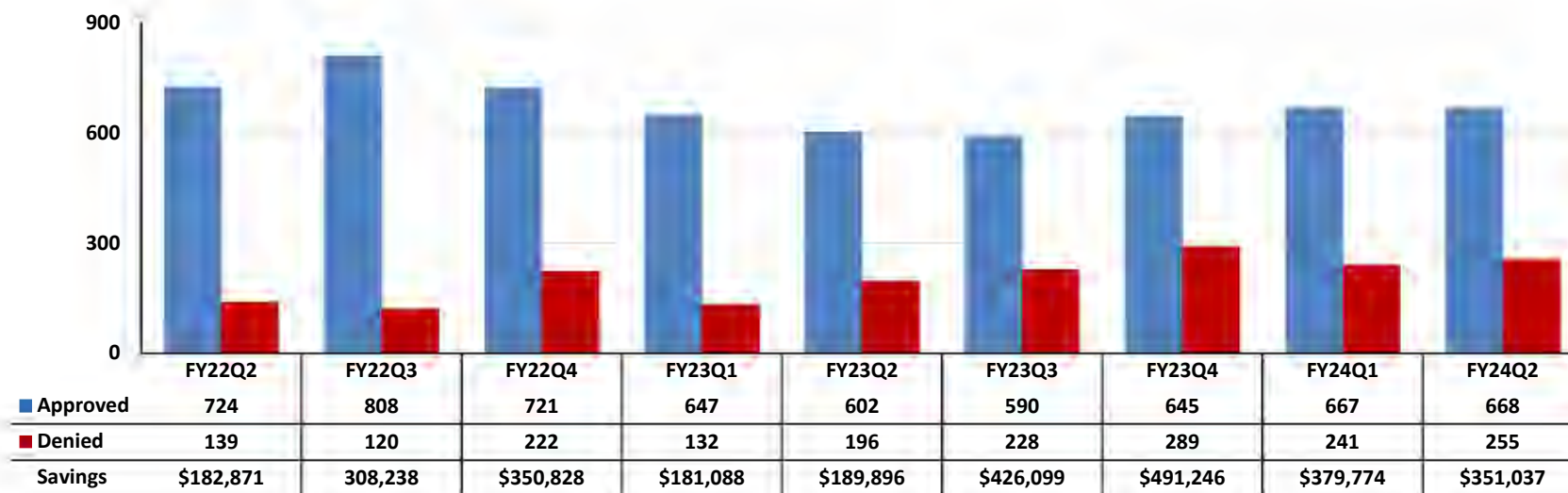
The following chart shows the number of network and non-network claims.



### III. PREAUTHORIZATION

Certain types of health care services must be prospectively reviewed and preauthorized as medically necessary before the service is provided to an injured employee.

**Network Utilization Review FY22Q2 - FY24Q2**



**Non-Network Utilization Review FY22Q2 - FY24Q2**

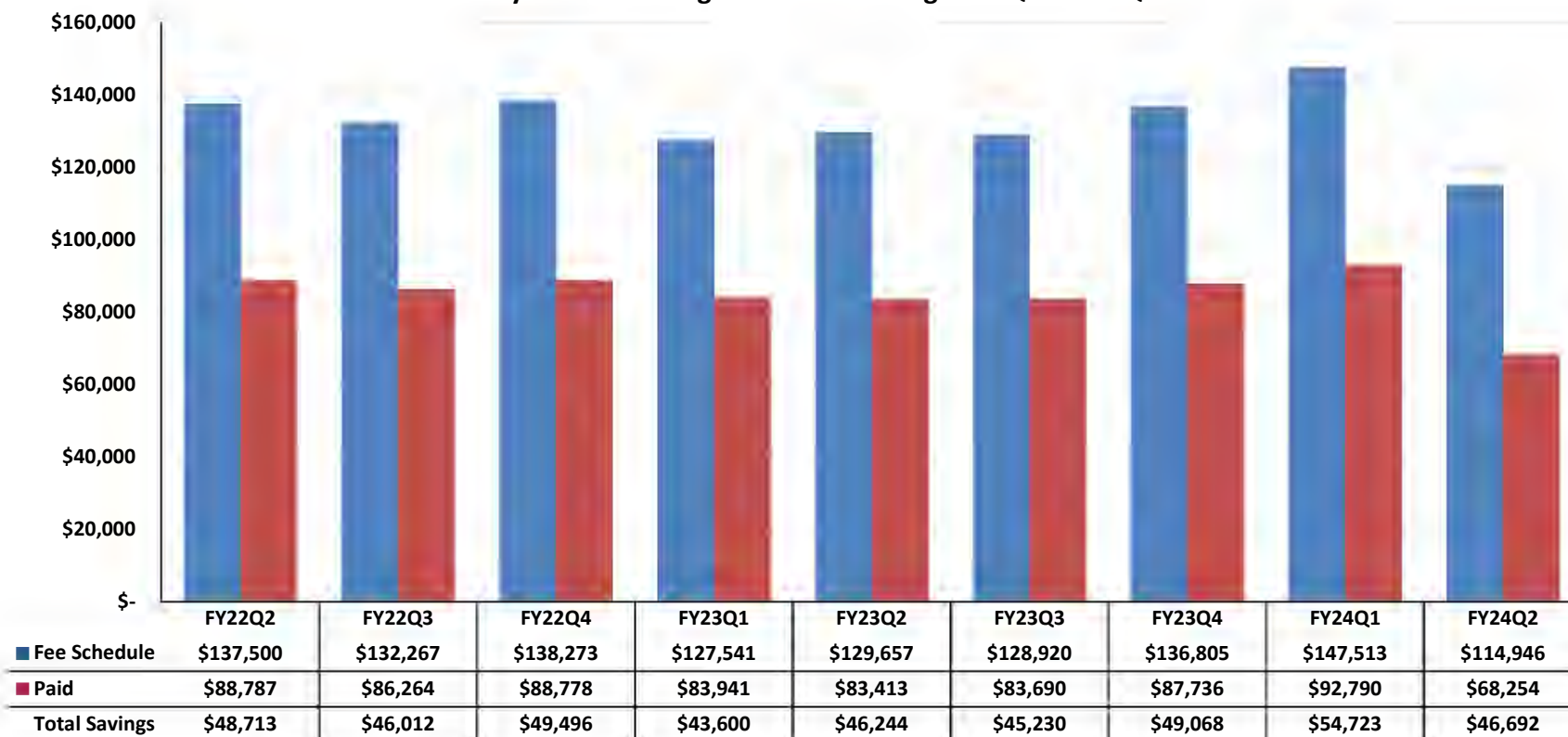




#### IV. PHARMACY BENEFIT MANAGEMENT

Workers' compensation benefits include medically necessary prescription drugs and over-the-counter medication.

**Pharmacy Benefit Management Cost Saving FY22Q2 - FY24Q2**



#### V. MEDICAL DISPUTE RESOLUTION FY24Q2

Medical dispute resolution is used to resolve disputes when an insurer reduces or denies payment of a medical bill or to determine the medical necessity of treatment for a compensable injury.

Medical Fee Disputes	13 Non-Network MFDR Received
Medical Necessity Disputes	1 Non-Network IRO Received



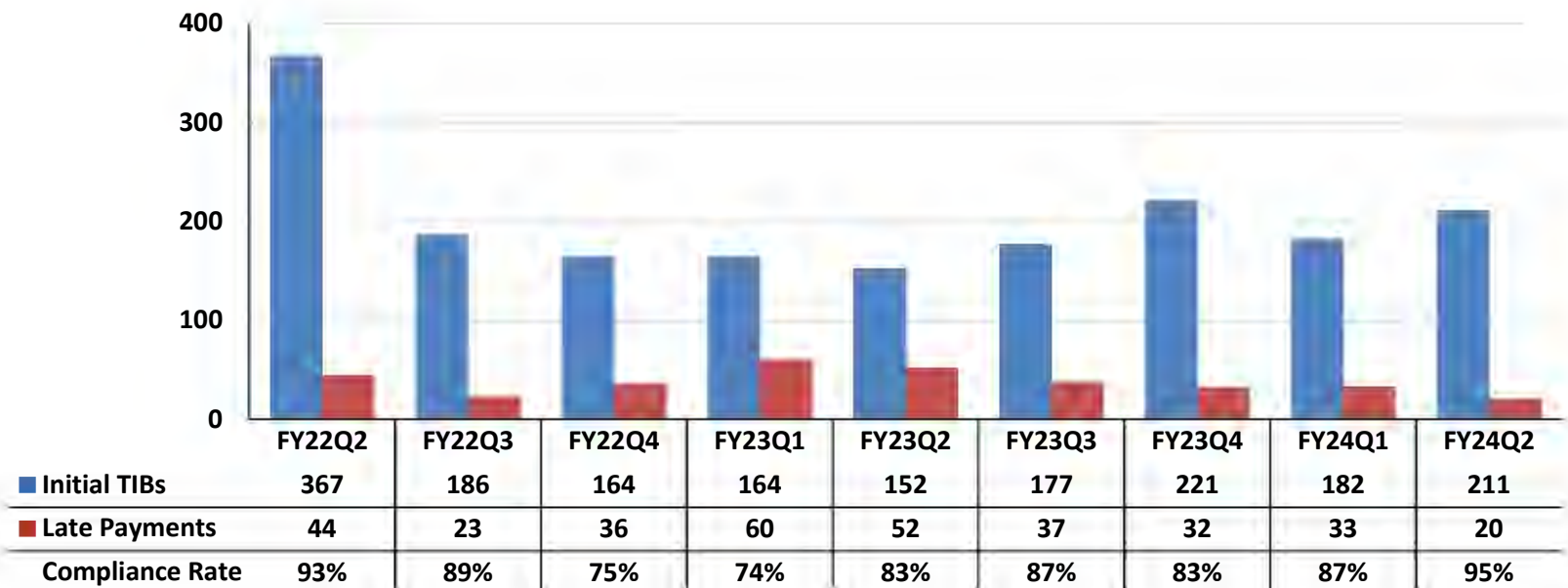
## COMPLIANCE MANAGEMENT

### I. REGULATORY COMPLIANCE

#### A. TEMPORARY INCOME BENEFIT AUDITS

SORM must initiate temporary income benefits by the 7<sup>th</sup> day after the accrual date (8<sup>th</sup> day of disability) or the 15<sup>th</sup> day after notice of injury.

**Initial TIBs Compliance Rate and Late Payments FY22Q2 - FY24Q2**



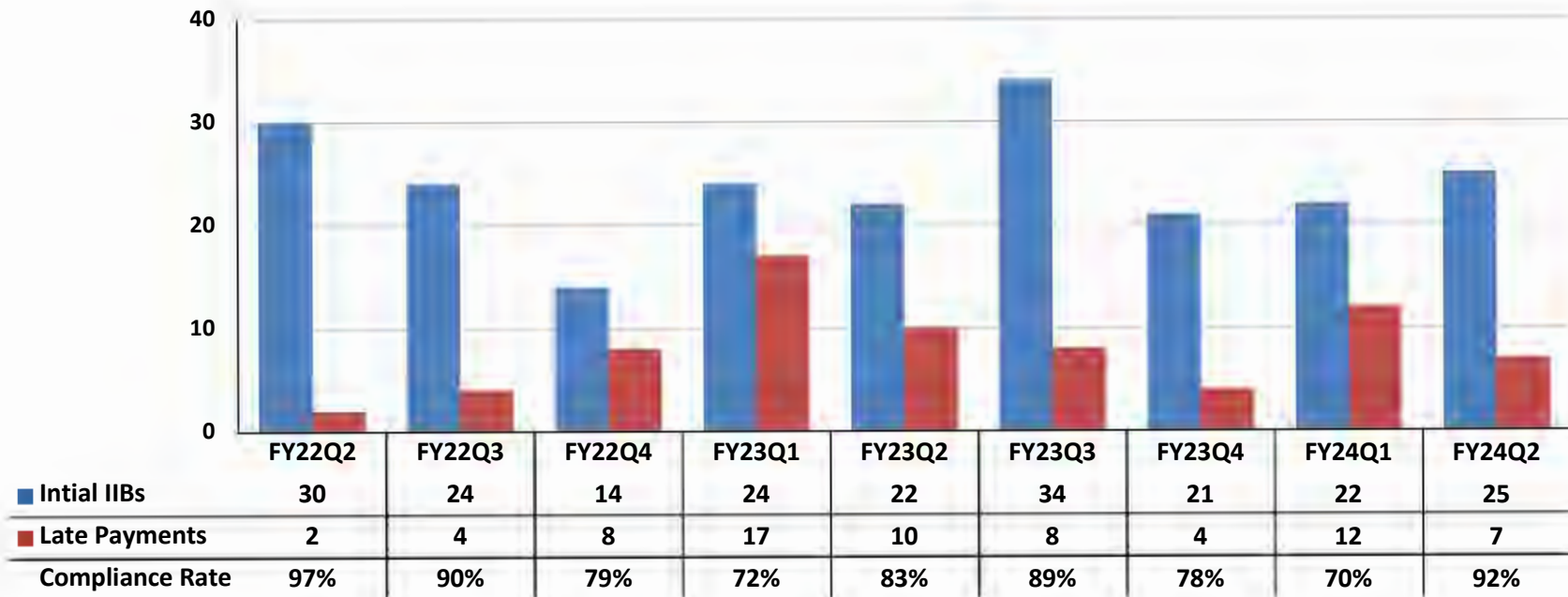
**TIBs Late Payments FY24Q2**

Carrier	8
Employer	11
Physician	0
No Fault/Misc.	0
System	1

## B. IMPAIRMENT INCOME BENEFIT AUDITS

SORM must initiate impairment income benefits by the 5<sup>th</sup> day after receiving a notice of medical evaluation indicating the injured employee has reached maximum medical improvement (MMI).

**Initial IIBs Compliance Rate and Late Payments FY22Q2 - FY24Q2**



**IIBs Late Payments FY24Q2**

Carrier	7
System	0
No Fault/Misc.	0

## II. CONTRACT ADMINISTRATION

Area	Task
Contract Oversight & Monitoring	<ul style="list-style-type: none"> <li>• Expenditure Request Tracking</li> <li>• Invoice Quality Assurance Review</li> <li>• Payment Approval Assistance</li> </ul>
Vendor Performance Monitoring	<ul style="list-style-type: none"> <li>• Contact Verification</li> <li>• Certificates of Insurance</li> <li>• Cybersecurity Training</li> <li>• Business Owner Feedback</li> </ul>
Vendor Performance Reporting	<ul style="list-style-type: none"> <li>• Annually</li> <li>• Renewal</li> <li>• Expiration</li> </ul>

## III. POLICY MANAGEMENT

Objectives	Status
Software	• Complete
Structure	• Complete
General Policies - Content Analysis	• Complete
General Policies - Content Development	• Complete
General Policies - Content Review	• Complete
General Policies - Content Approval	• Complete
General Policies - Form Development	• Complete
Policy Management Exception & Update Processes	• Complete
General Policies - Publish Content	• Complete
General Policies - Content Acknowledgement	• On Task
Department Specific One-on-Ones with Subject Matter Experts	• On Task
Department Specific Policies - Content & Forms	• Pending



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## **8. New business**

### **8.1 Presentation, discussion, and action on the remaining Fiscal Year 2024 assessment.**

#### **Information**

Pursuant to the General Appropriations Act, Article IX, Section 15.02(c), at the beginning of each fiscal year, SORM collects seventy-five (75) percent of the assessment allocation which includes amounts for workers' compensation coverage and SORM's costs to administer workers' compensation payments and other statutory obligations. Not later than May 1 of each year, SORM must determine, based on actual costs since the beginning of the fiscal year and estimated costs, the remaining assessment due from participating client entities.

Lydia Scranton, Chief of Internal Operations, will present information on actual costs since the beginning of Fiscal Year 2024. She will also request Board approval of the remaining assessment amount to be collected from participating client entities for Fiscal Year 2024.

#### **Action Required**

**The Chair may entertain motions for consideration and approval of the remaining assessment amount to be collected from participating client entities for Fiscal Year 2024.**



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## **8. New business (continued)**

### **8.2 Consideration and acceptance regarding purchase of server infrastructure which exceeds \$30,000**

#### **Information**

SORM is requesting Board approval to secure Cloud Based Information Technology Services to host our Information Technology Infrastructure Server environments. The SORM Information Technology team has been working with the Texas Department of Information Resources and 3<sup>rd</sup> Party Vendors Atos and Capgemini to estimate and forecast the cost for the services. The planned cost to secure these services is \$640,000.00 which will be paid out over a 5-year contract period.

The Texas Private Cloud (TPC) is a part of the Texas Data Center Services (DCS) Program. The TPC employs an enterprise approach to provide technology infrastructure compute and storage to DCS customers based on standard reference models and managed services options. As part of the Texas DCS program, participating customers benefit from offerings supported by Consolidated Data Centers (CDCs), regional, and remote locations.

This contract will provide SORM with off-premises server environments. The production environment will be hosted in the Austin Data Center. The test environment will be hosted in the San Angelo Data Centers.

#### **Action Required**

**The Chair may entertain motions for consideration and acceptance**



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## **8. New business (continued)**

### **8.3 Consideration and approval of revisions, and updates, within the Board Governance Manual**

#### **Information**

SORM requests Board approval of any revisions and updates within the Board Governance Manual.

#### **Action Required**

**The Chair may entertain motions for consideration and acceptance.**



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9. **Executive Session: Recess pursuant to Section 551.074, Government Code, to discuss the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee.**

**Information**

The Board will meet in executive session pursuant to Section 551.074, Government Code and Section VI(G) of the Board Governance Manual for the purpose of discussing the implications created by the passage of HB 1, 88<sup>th</sup> R.S.

**Action Required**

**No official action required.**





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**10. Reconvene in Open Session for possible action on matters considered in Executive Session**

**Information**

The Board returns to public session and may deliberate and consider action on items discussed in Executive Session.

**Action Required**

**The Chair may entertain motions for consideration and possible action on relevant matters discussed in Executive session, if applicable.**



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## 11. Old business

### Information

Staff is available to address any questions or concerns from the previous meeting.

### Action Required

No official action requested, at this time.



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## 12. Public comment

### Information

It is the policy of the Board that members of the public shall be given the opportunity to appear before the Board during public meetings of the Board and to speak on any issue under the jurisdiction of the Board.

### Action Required

**No official action requested, at this time.**



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### **13. Discussion and possible action on future meeting dates**

#### **Information**

Tentative meeting dates are attached for discussion.

#### **Action Required**

**Selection of future meeting dates.**



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## **Tentative Board of Directors Meeting Dates FY24Q3**

Month	Day of Week	Date	Notes
July	Tuesday	16	
		23	
		30	

**NOTES:**

The Secretary of State requires a minimum of 7 days' notice before publication in the Texas Register.  
Draft rules, revised rules, and final rules must be published in the Register for 30 days.

All dates shown are with notes on upcoming due dates and holidays that will affect the Office.



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#### **14. Adjourn meeting**

The Chair:

1. Calls the meeting adjourned and announces time.