



# AGENCY OPERATIONS REPORT FY25Q4

TO THE

# SORM BOARD OF DIRECTORS

---

October 21, 2025

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# EXECUTIVE SUMMARY

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## I. THIRD ANNUAL CONTINUITY SYMPOSIUM

On August 13–15, 2025, the Continuity Symposium delivered three days of professional development, collaboration, and technological innovation. The event offered two keynote speakers, instructor led breakout sessions and expert panel discussions. Topics ranged from disaster preparation to effective communication in time of crisis.

## II. SUCCESSION PLANNING AND DEVELOPMENT INITIATIVE

Recent retirements, personnel changes, and the competitive environment for talent have increased the necessity for staff succession planning. Through broadened staff participation in strategic initiatives (insurance broker discussions, continuity council meetings, operational procedure discussions, system reviews, etc.) leadership is placing more emphasis on intentional staff development and structured knowledge transfer. The goal is to institutionalize knowledge, ensure leadership continuity, minimize disruption, and support long-term organizational success.

## III. ARTIFICIAL INTELLIGENCE ASSESSMENT AND REVIEW

Two members of Executive Administration attended the Association of Governmental Risk and Insurance Pools (AGRiP) conference on Artificial Intelligence. This conference emphasized key elements required for successful AI implementation (i.e. data, organizational objectives, change management, governance/security frameworks, and an implementation action plan). In addition, key Office personnel have completed training, earned certifications and engaged in discussions with experts about AI. The Office will work closely with the Department of Information Resources to create a plan that prioritizes AI initiatives based on business impact and ensure implementation readiness.

## IV. REVISED AGENCY OPERATING REPORT

As result of requests and feedback from the SORM Board, the Agency Operating Report (AOR) includes expanded charts and graphs to improve clarity of Office activity. Human Resources charts are modified to show emerging trends in employee recruitment, turnover, and retention. In addition to adding charts and graphs, the Claims Administration report includes narrative clarifying the process for claim investigation and benefit delivery. Efficiency efforts are ongoing to review the format and enhance the flow of delivery of the AOR.

## V. INSURANCE RENEWAL DISCUSSIONS

Strategic discussions are planned for the pending renewal of various sponsored lines of coverage. Preliminary discussions indicate a moderate increase in premium rates. Proactive risk mitigation measures in auto have retained the interest with the current carrier. Of concern, Directors and Officers (D&O) coverage is the most susceptible to a significant (double digit) price increase – despite an excellent loss ratio for SORM insurance participants.

## AGENCY OPERATIONS

### AGENCY BUDGET AS OF AUGUST 31, 2025

Objects of Expense	Initial Budget	Adjustments Transfers (= In, - Out)	Revised Budget:	Expenditures Year to Date	Encumbrances	Remaining Budget	Unpaid Expenses Incurred	Percent of Budget Expended/Incurred	Percent of Fiscal Year Elapsed
<b>Salaries &amp; Wages</b>	8,326,629	0	8,326,629	7,606,776	-	719,853	-	91.4%	100%
<b>Other Personnel Costs</b>	250,000	200,000	450,000	359,231	-	90,769	-	79.8%	100%
<b>Professional Services</b>	1,450,000	516,834	1,966,834	1,656,628	1,617	308,589	-	84.3%	100%
<b>Consumable Supplies</b>	35,547	0	35,547	13,444	-	22,103	-	37.8%	100%
<b>Utilities</b>	5,637	10,000	15,637	8,584	2,760	4,293	-	72.5%	100%
<b>Travel</b>	135,000	0	135,000	55,552	-	79,448	-	41.1%	100%
<b>Rental of Space</b>	720	0	720	720	-	-	-	100.0%	100%
<b>Rental of Equipment</b>	24,000	35,000	59,000	28,610	19,406	10,983	-	81.4%	100%
<b>Operating Costs</b>	1,515,246	-45,000	1,470,246	366,314	17,884	1,086,048	-	26.1%	100%
<b>Capital Expenditures</b>	350,607	347,649	697,649	8,037	-	689,612	-	1.2%	100%
<b>Total</b>	<b>12,093,386</b>	<b>1,064,483</b>	<b>13,157,262</b>	<b>10,103,897</b>	<b>41,667</b>	<b>3,011,698</b>	<b>-</b>	<b>76.8%</b>	<b>100%</b>

Objects of Expense	Initial Budget	Adjustments Transfers (= In, - Out)	Revised Budget:	Expenditures Year to Date	Encumbrances	Remaining Budget		Percent of Budget Expended/Incurred	Percent of Fiscal Year Elapsed
<b>Indemnity</b>	17,807,811	2,118,995	19,926,806	19,632,789	-	294,017		98.5%	100%
<b>Medical</b>	22,759,939	883,512	23,643,451	20,806,874	345,239	2,836,577		88.0%	100%
<b>Total Expenses</b>	40,567,750	3,002,507	43,570,257	40,439,663	345,239	3,130,594		92.8%	100%
<b>Subrogation and Restitution</b>	(567,750)	(368,414)	(936,164)	(936,164)		0		100.0%	100%
<b>Net Total</b>	<b>40,000,000</b>	<b>2,634,093</b>	<b>42,634,093</b>	<b>39,503,498</b>	<b>345,239</b>	<b>3,130,595</b>	<b></b>	<b>92.7%</b>	<b>100%</b>

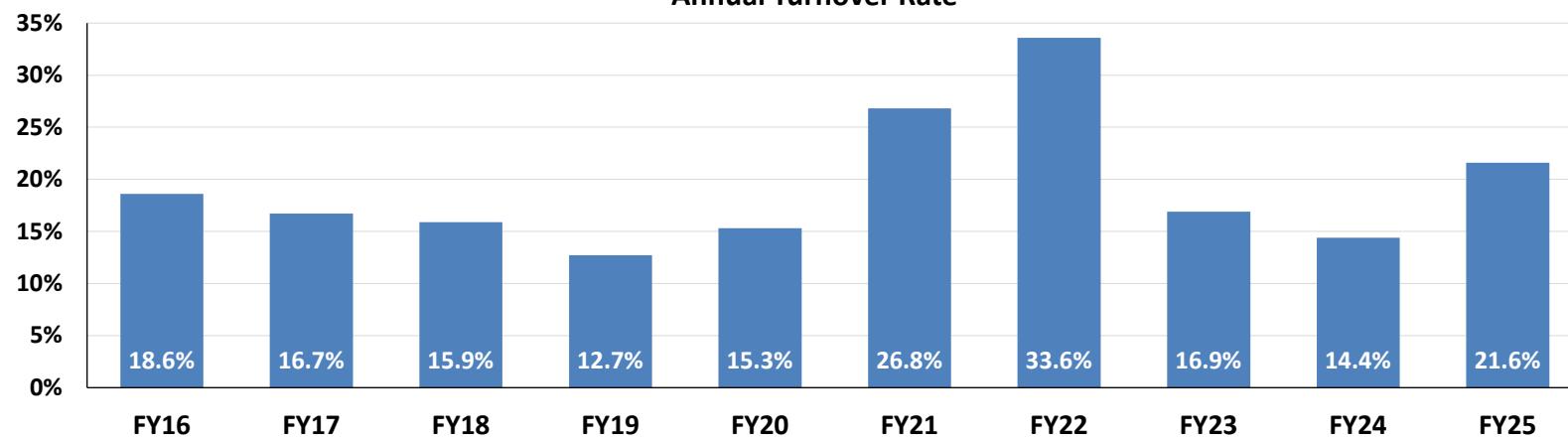
## HUMAN RESOURCES

New Hires	Posted Vacancies
Emma Eagle, Claims Adjuster	Executive Director
Preslie Carr, Claims Adjuster	Claims Adjuster (2)
Juan Gonzales, Accountant	Receptionist (2)
Ryan Todd, Claims Adjuster	
Anh Vu, Programmer	
Shannon O' Brien, Compliance Analyst	

### Recruitment Efforts

	June	July	August
<b>Agency Web Site - Internet</b>	30	140	198
<b>College/University Career Day</b>	0	1	1
<b>Human Resources/Personnel Office</b>	0	1	3
<b>Job Board</b>	8	55	75
<b>Job Fair</b>	0	1	5
<b>Other State Employees</b>	0	16	24
<b>Professional Publication</b>	0	0	1
<b>Recruitment Poster</b>	1	2	1
<b>Social media</b>	3	8	12
<b>TOTAL</b>	<b>42</b>	<b>224</b>	<b>320</b>

### Annual Turnover Rate



## FY25 Employment Separations

Retirements		Voluntary Separations not Including Retirements		Involuntary Separations	
Number of Separations	Turnover Rate	Number of Separations	Turnover Rate	Number of Separations	Turnover Rate
6	5.9%	9	8.8%	7	6.9%
		Transfer to Another Agency – 3 Voluntary Separation - 6		Termination – 5 Reduction in Force - 2	

## Number of Employees Eligible to Retire FY26 - FY28

FY26	FY27	FY28
14	1	1

## LEGISLATIVE IMPLEMENTATION

During the 89th Regular and Special Legislative Sessions, SORM monitored legislation that could have an impact on the agency's mission and operations. SORM has created a project management plan to ensure legislation affecting SORM is implemented in a timely manner.

Objective	Status	Status Description	Estimated Completion Date
Legislative Monitoring	Complete	The Policy Manager, Agency Liaison, and legal interns conducted research to identify legislation passed during the 89 <sup>th</sup> legislative session which may affect SORM. In-depth bill analyses were created for major bills.	Late FY25
Legislative Research – Project Planning	Complete	The Policy Manager created a master spreadsheet of legislation affecting SORM, identified action items required for implementation, and distributed to agency management. A meeting was held where agency management were advised of their responsibilities during implementation, and additional staff was assigned to complete action items.	Early FY26
Legislative Implementation	Ongoing	Assigned Department Directors and agency staff will be taking required action to implement laws from legislative session. An updated spreadsheet with the status of each bill and related action items is regularly updated.	FY26Q3

## ADMINISTRATIVE RULES

Objective	Status	Status Description	Estimated Completion Date
Administrative Rules – Legal Research	Complete	The Policy Manager completed a comprehensive legal research document outlining relevant legal issues for the agency's upcoming rulemaking. Major legal issues regarding the agency's legal authority and legislative mandate were noted for stakeholder review.	Early FY25
Administrative Rules – Drafting	Complete	The Policy Manager completed a draft version of the agency's updated administrative rules. This draft version served as a base for other stakeholders to build upon with ideas, concerns, and suggestions.	Early FY25
Administrative Rules – One-on-Ones with Subject Matter Experts	Complete	The Policy Manager and Director of Compliance Management met with Department Directors and other subject matter experts to review current and proposed administrative rules. Major issues and operational concerns were noted and carried forward for executive consideration.	March 2025
Administrative Rule – Executive Review	Complete	Agency leadership conducted a series of meetings over the prior four months to review, revise, and finalize an administrative rule proposal for submission to the Board, Secretary of State, and other relevant stakeholders.	June 2025
Administrative Rules – Informal Comment Period	Complete	The Policy Manager and Agency Relations completed a series of email blasts to notify relevant stakeholders of the agency's working administrative rules draft in order to solicit comments and corrections. The agency received several informal comments from stakeholders and scheduled their review with Executive Leadership.	September 2025
Administrative Rules – Review of Informal Comments	Upcoming	Legal and Executive Leadership will meet to review comments received during the informal notice and comment period and determine what steps, if any, should be taken prior to a rulemaking proposal.	October 2025
Administrative Rules – Board Notification	Upcoming	After completing the review noted above, the Board will be notified of the prospective date, content, and procedure of any future rulemaking proposal.	TBD
Administrative Rules – Regulatory Review	Upcoming	During session, Governor Abbott signed into law Senate Bill 14 which establishes the Texas Regulatory Efficiency Office (TREO). SB 14 directs TREO to help state agencies identify and repeal unnecessary or ineffective rules, determine the regulatory costs placed on the public, and issue best-practice guidelines for how agencies adopt new rules and perform required analyses such as cost and employment impact statements. The agency is aware of SB 14 and will work with TREO as necessary throughout any rulemaking activity.	TBD
Administrative Rules – Formal Rulemaking Proposal	Upcoming	Legal will prepare and submit a formal rulemaking proposal to the <i>Texas Register</i> . A 30-day formal notice and comment period is required for any rulemaking proposal, with Board adoption permissible thereafter.	TBD

# INFORMATION TECHNOLOGY

## I. ONGOING AGENCY SUPPORT

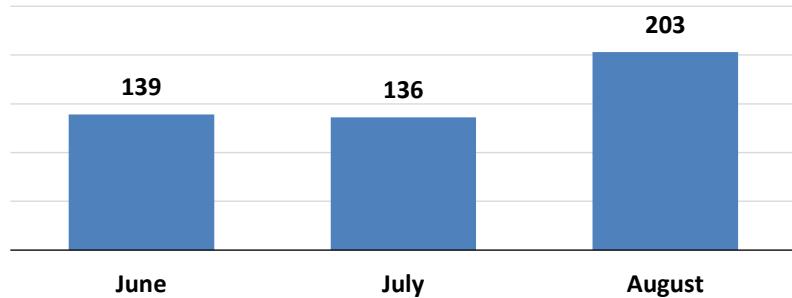
Information Technology (IT) continues to support agency operations through infrastructure support, processing, and reporting. Significant areas of activity in FY25Q4 include:

Area	Task
Equipment	<ul style="list-style-type: none"><li>Managed and supported servers and PC infrastructure.</li><li>Continuous troubleshooting of reported user issues with SORM equipment.</li><li>Working with the Department of Information Resources (DIR) and 3<sup>rd</sup> party vendor Atos to migrate SORM servers to the Texas Private Cloud.<ul style="list-style-type: none"><li>Network configurations and firewall rules have been implemented. In addition, the server migration is approximately 85% complete.</li><li>With the migration of servers to the Texas Private Cloud, we have a new vulnerabilities dashboard.</li></ul></li></ul>
Application Support	<ul style="list-style-type: none"><li>Continued software changes and process improvements for SORM internal applications, automating and supporting business process changes.</li><li>RMIS Production Support.</li></ul>
State Agency Support Services	<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>
Cybersecurity	<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><li>Completed the last of three modules mandated by DIR for FY25 cybersecurity training requirements.</li></ul>

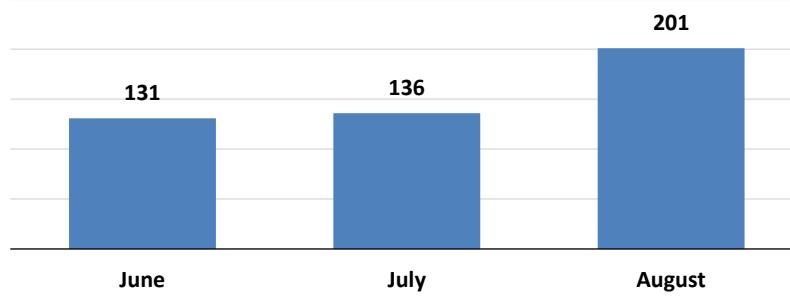
## II. SORM SERVICE DESK ACTIVITY

FY25Q4 Service Desk Metrics

Tickets Closed  
Total 478



Tickets Opened  
Total 468



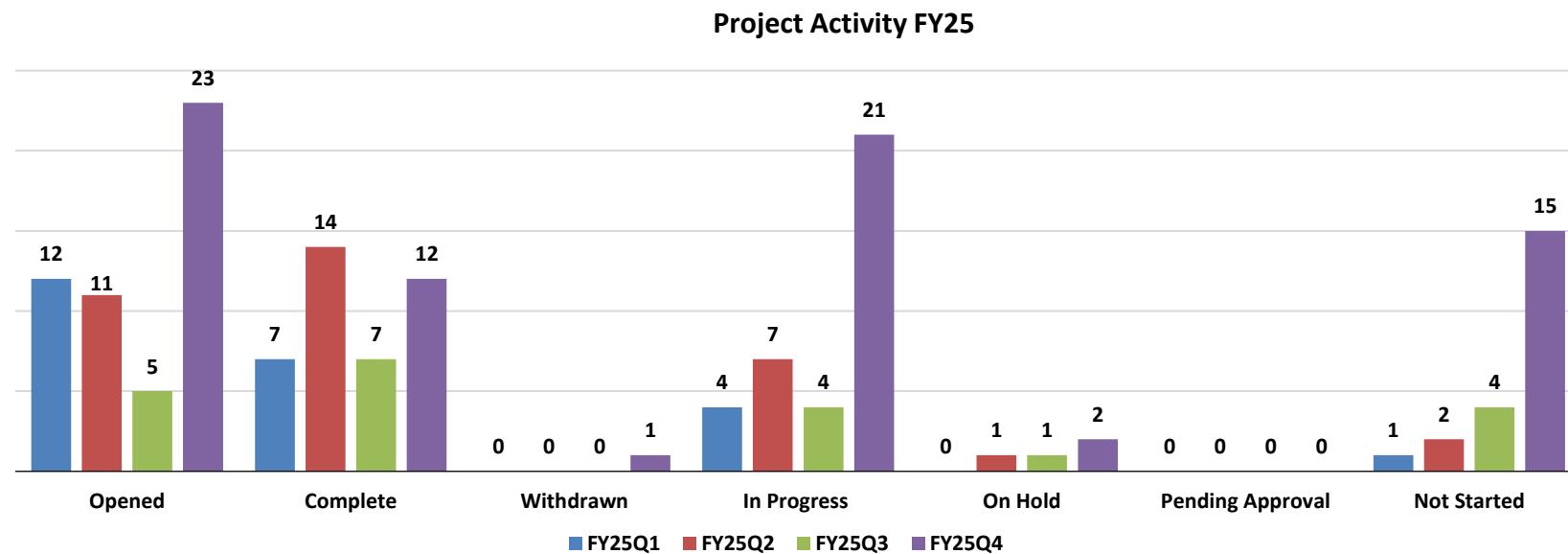
### III. PROJECT MANAGEMENT ACTIVITY

#### A. Project Execution

Twelve projects were completed this quarter. Work continues daily to enhance RMIS for SORM staff and external users for greater efficiency. SORM staff are actively working with Origami to strategically scope and plan Phase II (Insurance). Phase III (Risk Management) was completed with a September 1<sup>st</sup> implementation date.

#### B. Project Monitor and Control

The Project Monitor and Control process is in place to actively manage scope, budget, and timelines in a consistent and measurable framework. SORM project activity is presented below.



### IV. ANTICIPATED FY26Q1 ACTIVITY

In addition to routine support functions with operations for the Office, we anticipate the following activities during FY26Q1 and beyond:

- A. Continue to expand the knowledge asset of existing IT staff.
- B. Continue to support state agency users as we expand the RMIS system functionality.
- C. Support SORM business units in providing IT solutions to support goals and objectives.
- D. Continue project to migrate SORM servers to the Texas Private Cloud.
- E. Continue to support SORM in all project activity.

## CONTRACT ADMINISTRATION

Area	Task
<b>Contract Oversight &amp; Monitoring</b>	<ul style="list-style-type: none"><li>• Expenditure Request Tracking</li><li>• Invoice Quality Assurance Review</li><li>• Payment Approval Assistance</li></ul>
<b>Vendor Performance Monitoring</b>	<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>
<b>Vendor Performance Reporting</b>	<ul style="list-style-type: none"><li>• Annually</li><li>• Renewal</li><li>• Expiration</li></ul>

# STATUTORY MISSIONS

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## CLAIMS OPERATIONS

### I. WORKERS' COMPENSATION CLAIMS HANDLING

Workers' compensation claims are opened and entered in SORM's claims management system as reports of injuries are filed by covered state entities. These reported claims are investigated and either accepted or denied. If SORM determines a state employee has sustained a compensable injury, the claim is accepted, and the injured employee is entitled to medical and indemnity benefits.

If SORM determines the injury is not compensable, the Workers' Compensation Act requires the Office to file a denial within 60 days. Filing a denial does not automatically close a claim because an injured worker has the right to dispute the denial.

The Office inactivates a claim when an injured worker is released from care, no further treatment is anticipated, reaches Maximum Medical Improvement, or is not pursuing a denied claim.

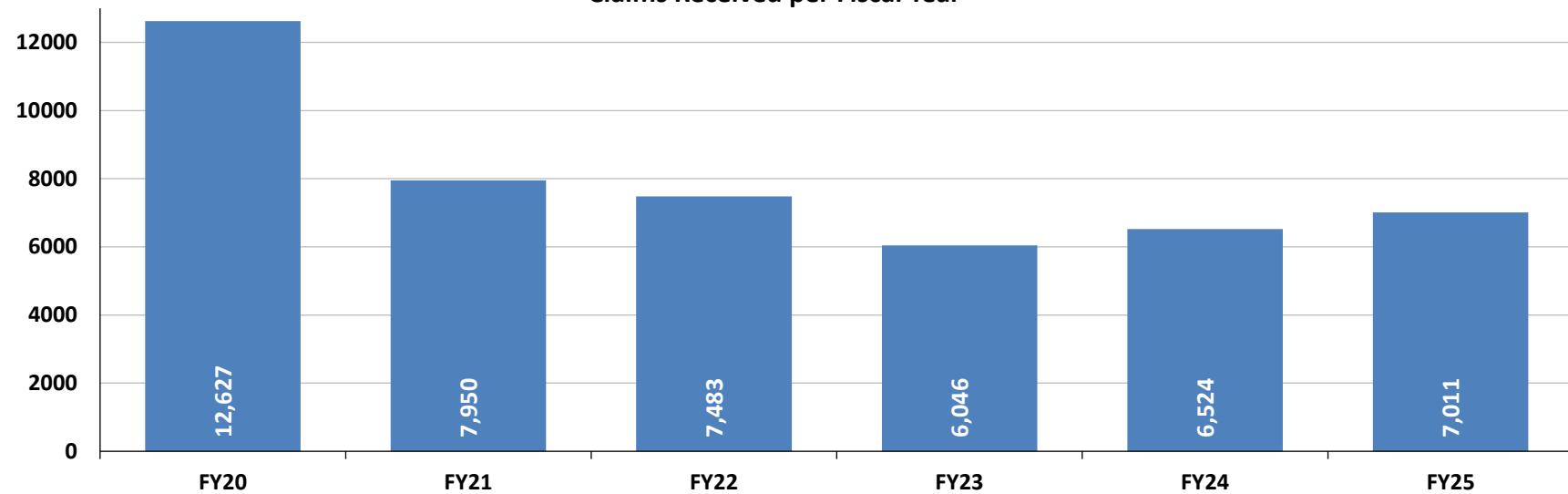
Since workers' compensation claims are based on a compensable bodily injury, it is possible an injured worker may have future medical needs and/or lost time from work due to the compensable injury. If medical and/or indemnity benefits start again, SORM will reopen the claim to ensure the claim is being actively monitored by an adjuster.

### II. CLAIMS OPERATIONS ACTIVE WORKLOAD FY25

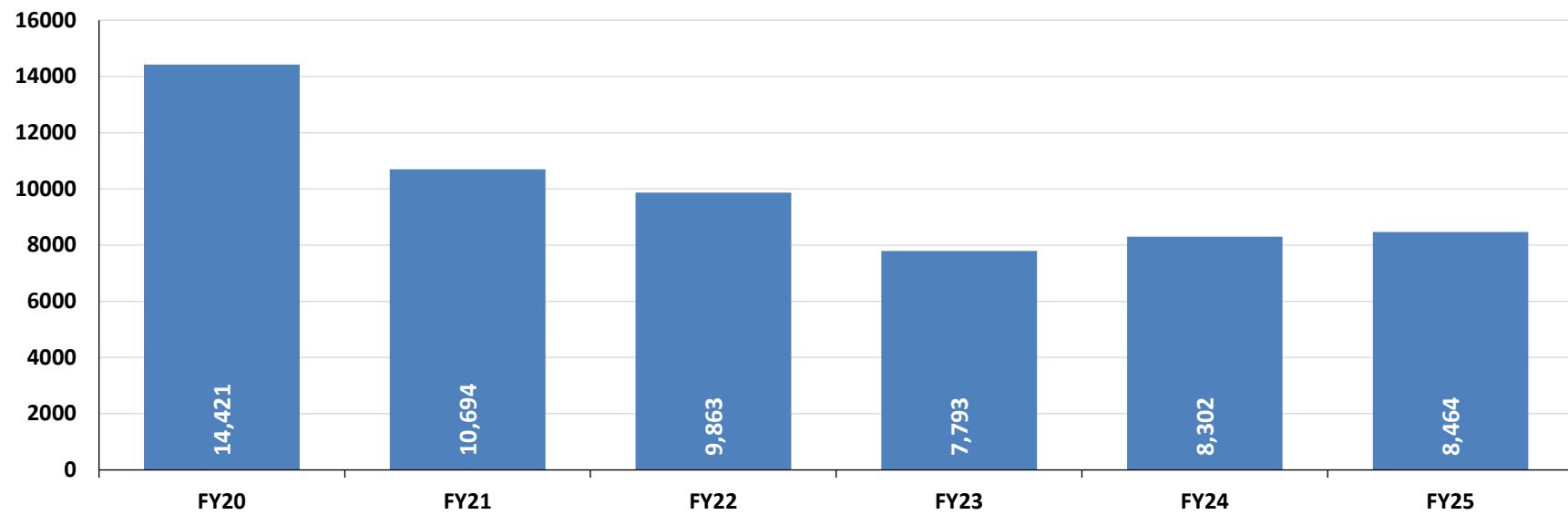
The following charts show claims activity in the state employees' workers' compensation program:

	FY25Q1	FY25Q2	FY25Q3	FY25Q4
<b>Received</b>	1845	1575	1853	1738
<b>Accepted</b>	1510	1200	1329	1263
<b>Duplicates</b>	90	59	85	55
<b>Denied</b>	222	175	208	217
<b>Inactivated</b>	1894	1797	1916	1812
<b>Reopened</b>	44	32	47	44

Claims Received per Fiscal Year

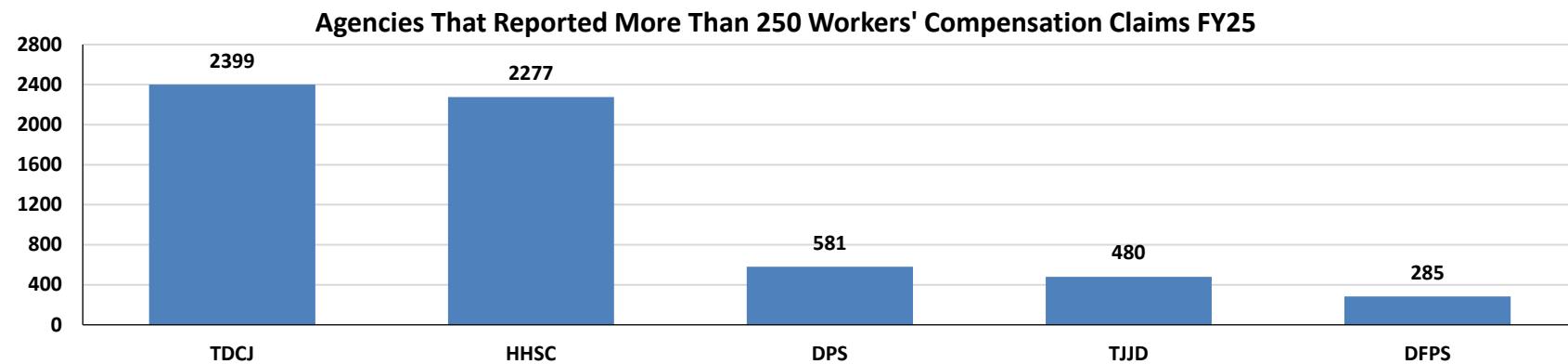


Claims Open per Fiscal Year



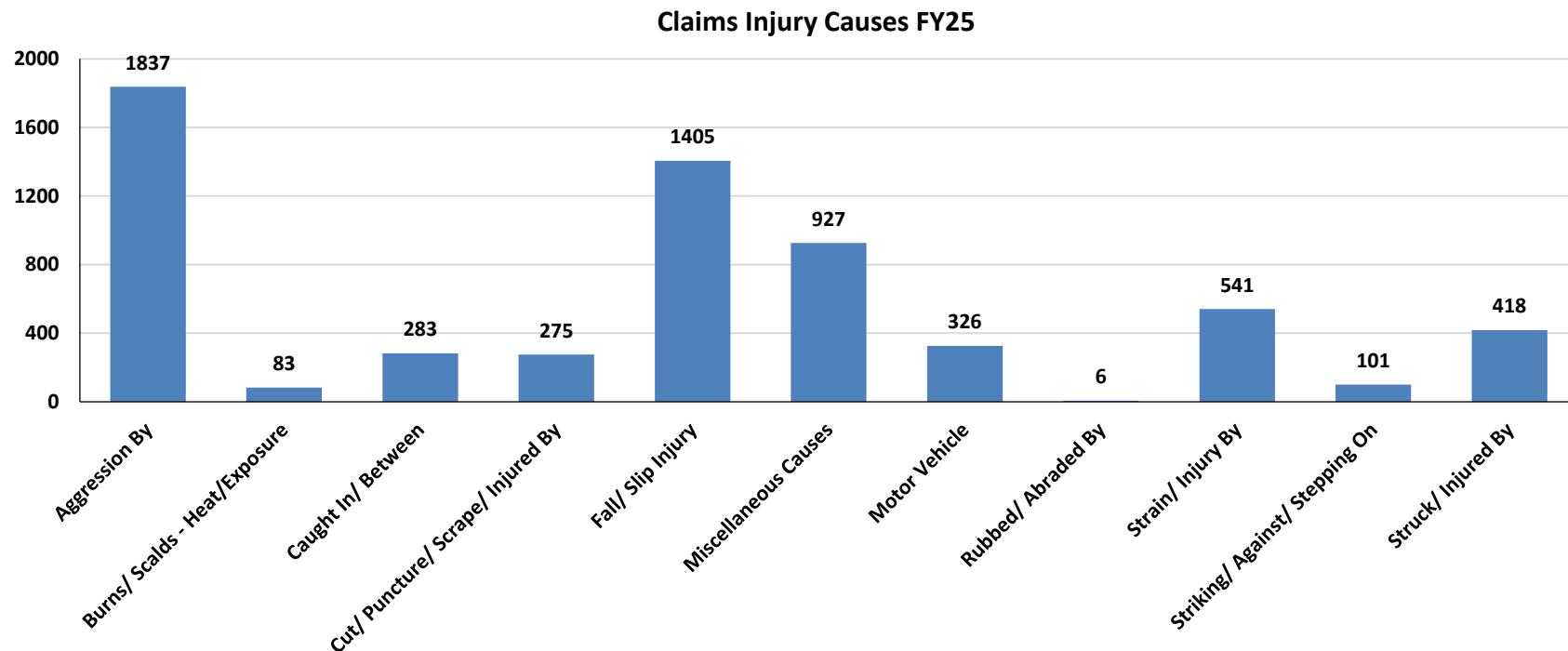
### III. WORKERS' COMPENSATION CLAIMS DATA ANALYSIS

The following chart shows the state entities with more than 250 reported workers' compensation claims in FY25:

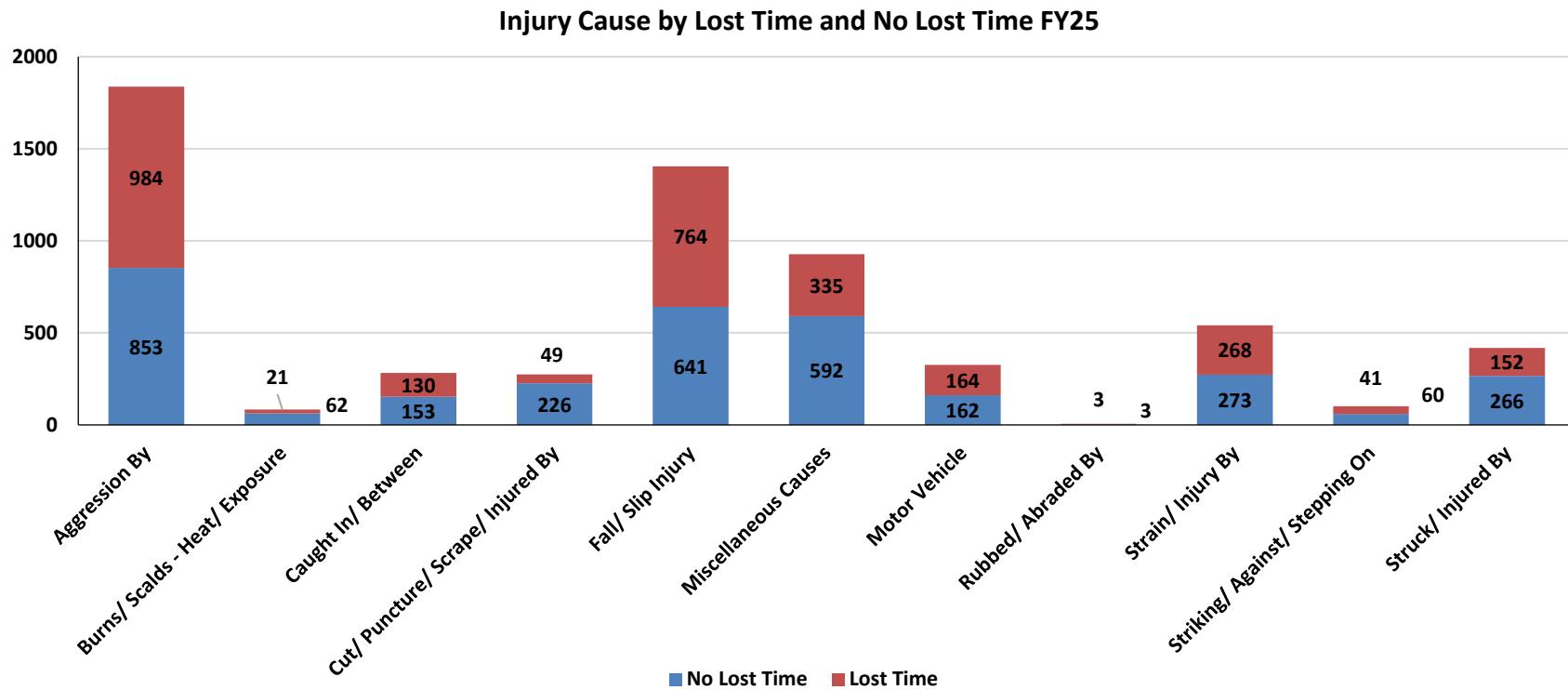


Standardized codes are used in workers' compensation claims to describe the cause of injury. Cause codes can be used to analyze trends. Identifying perils, risk exposures, and hazards is the first step in addressing workplace health and safety.

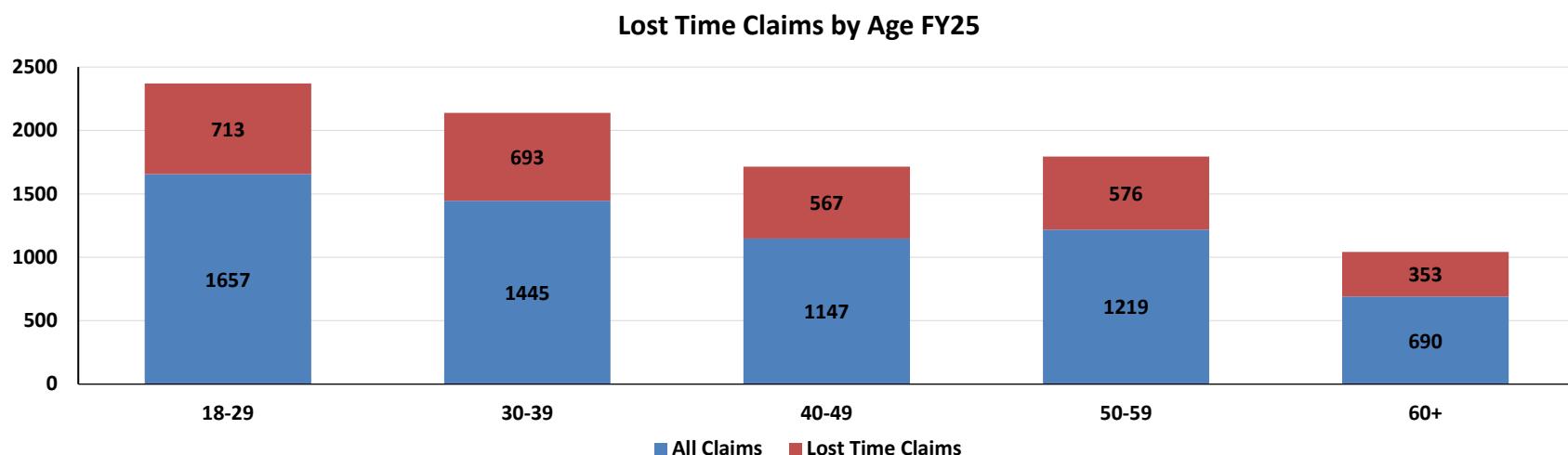
The following chart shows the conditions or situations that were identified as the cause of the compensable injuries that were reported to the Office in FY25:



Lost time is an indicator of the severity of a claim. The following chart shows FY25 lost time data on accepted claims within each injury cause:

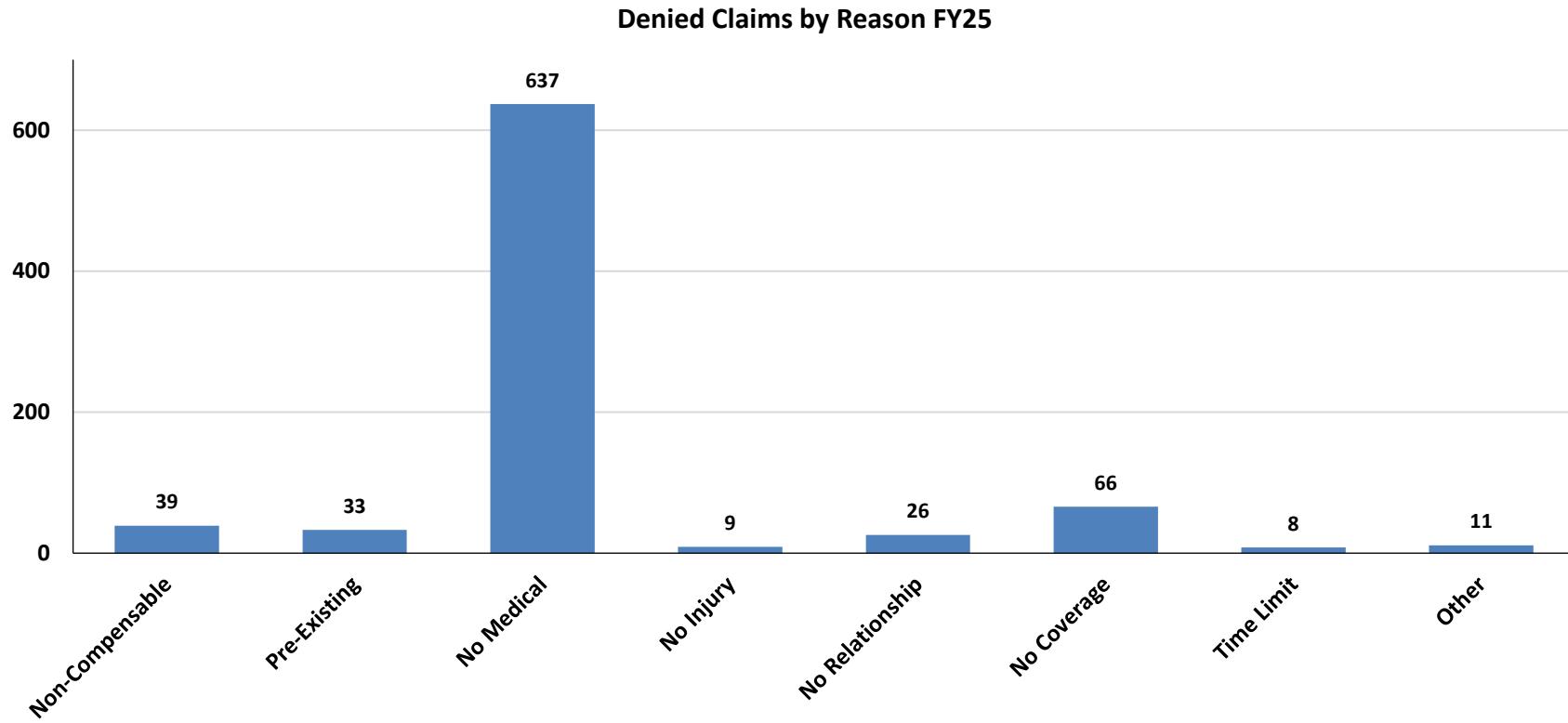


The following chart shows the age of injured employee and the lost time by age for accepted injuries in FY25:



#### IV. WORKERS' COMPENSATION DENIALS

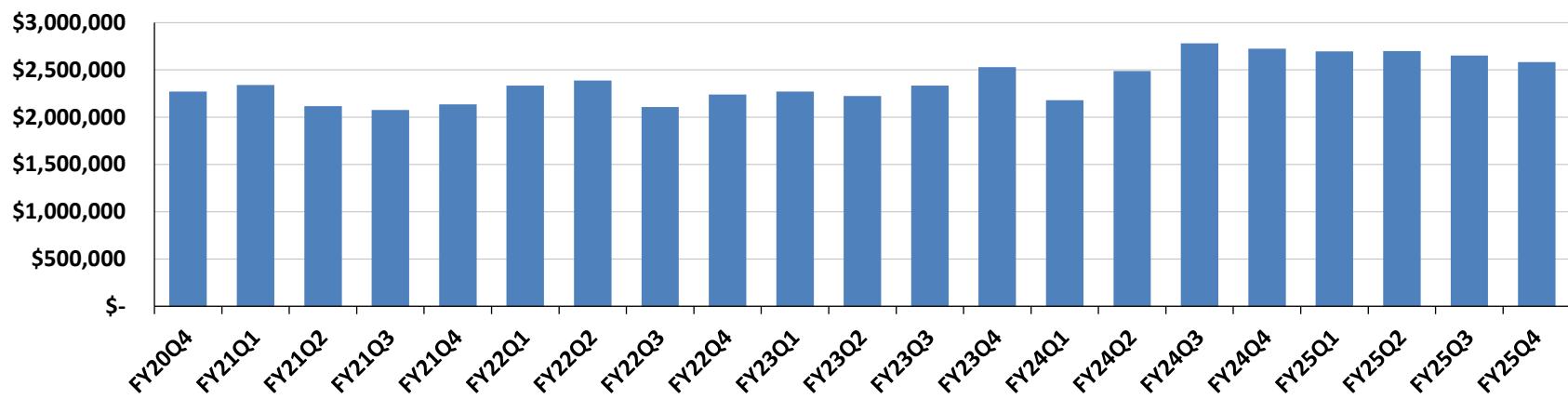
The common reasons for workers' compensation claim denials is shown in the chart below:



## V. ANALYSIS OF INCOME BENEFITS EXPENSES FOR FY25Q4

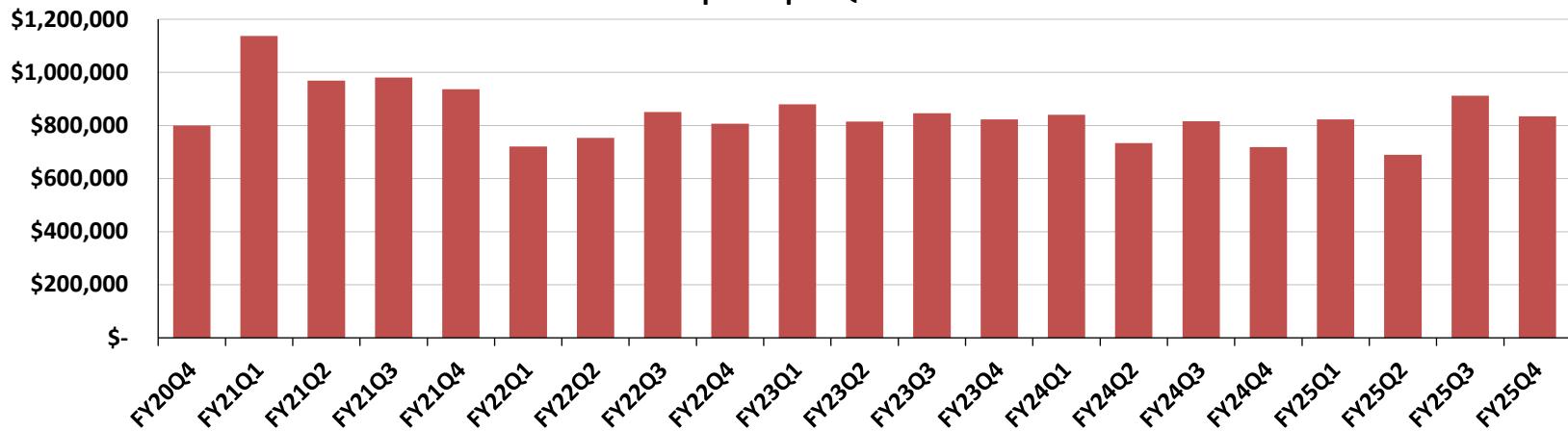
Temporary Income Benefits (TIBs) expenditures for FY25Q4 totaled \$2,581,885 on 614 claims.

**TIBs Expense per Quarter**

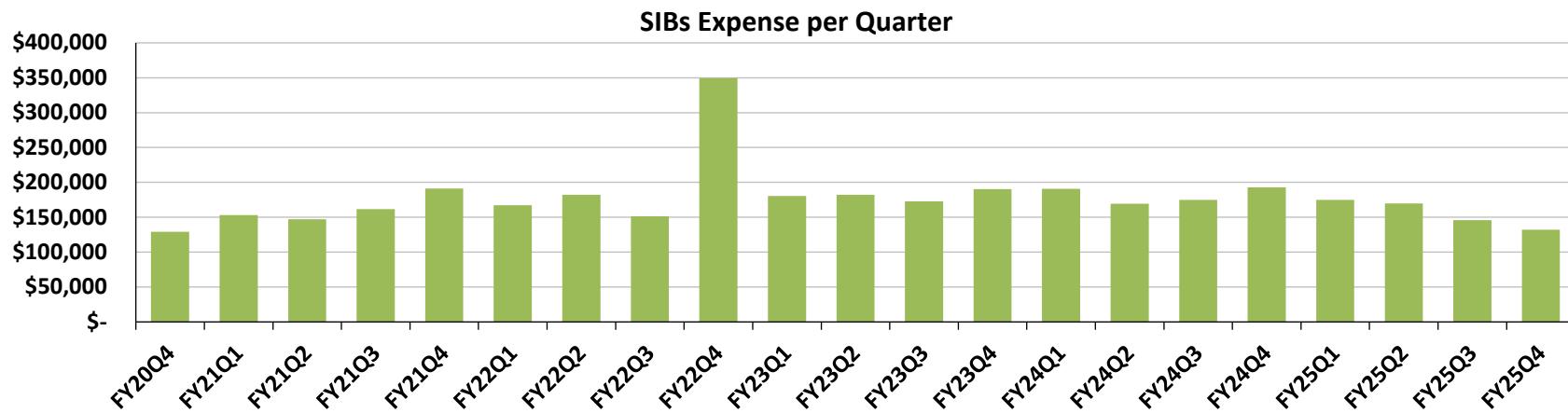


Impairment Income Benefits (IIBs) expenditures for FY25Q4 totaled \$834,300 on 173 claims.

**IIBs Expense per Quarter**

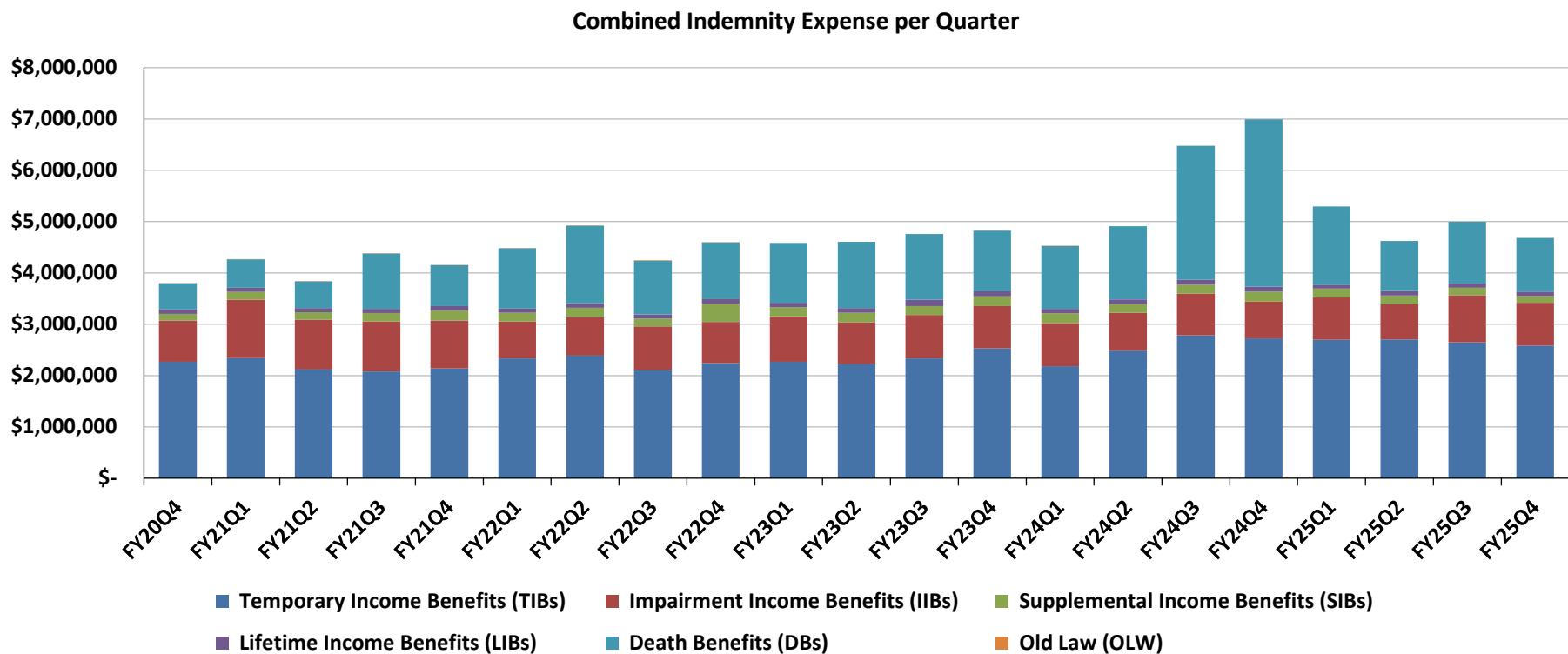


Supplemental Income Benefits (SIBs) expenditures for FY25Q4 totaled \$132,155 on 19 claims.



*In addition, the office is paying Lifetime Income Benefits (LIBs) on 10 claims and Death Benefits (DBs) on 105 claims.*

Combined indemnity expenditures for FY25Q4 totaled \$4,678,009 on 921 claims.

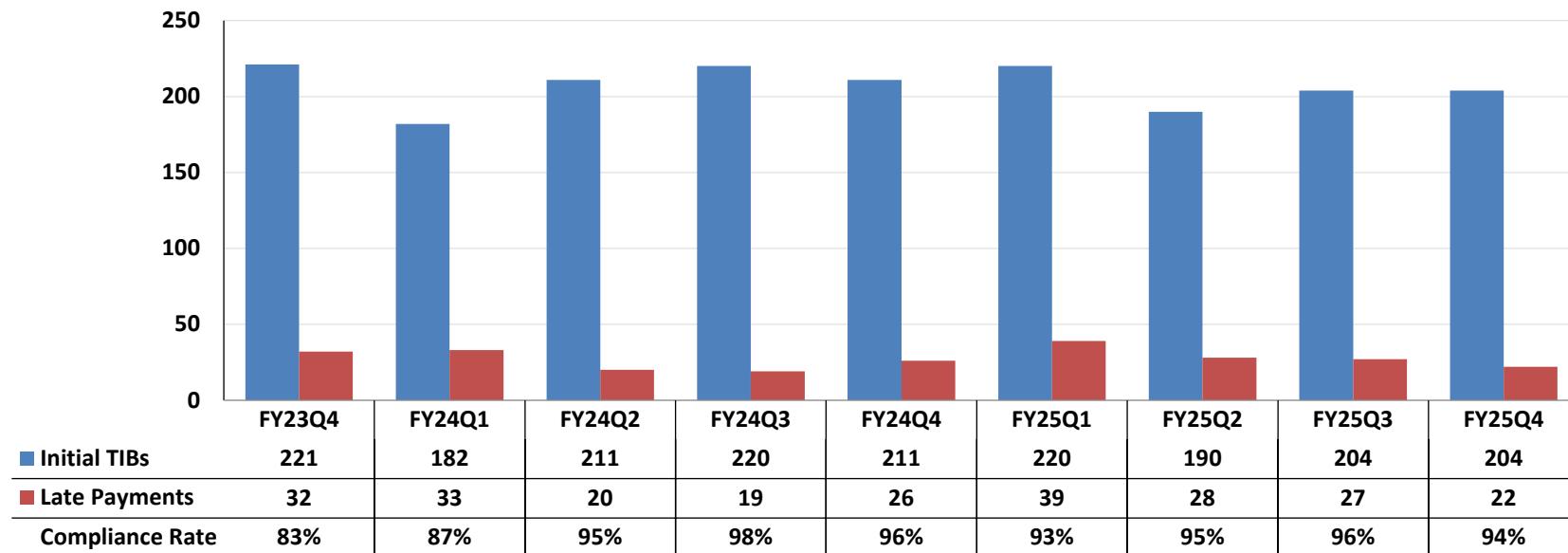


## REGULATORY COMPLIANCE

### 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



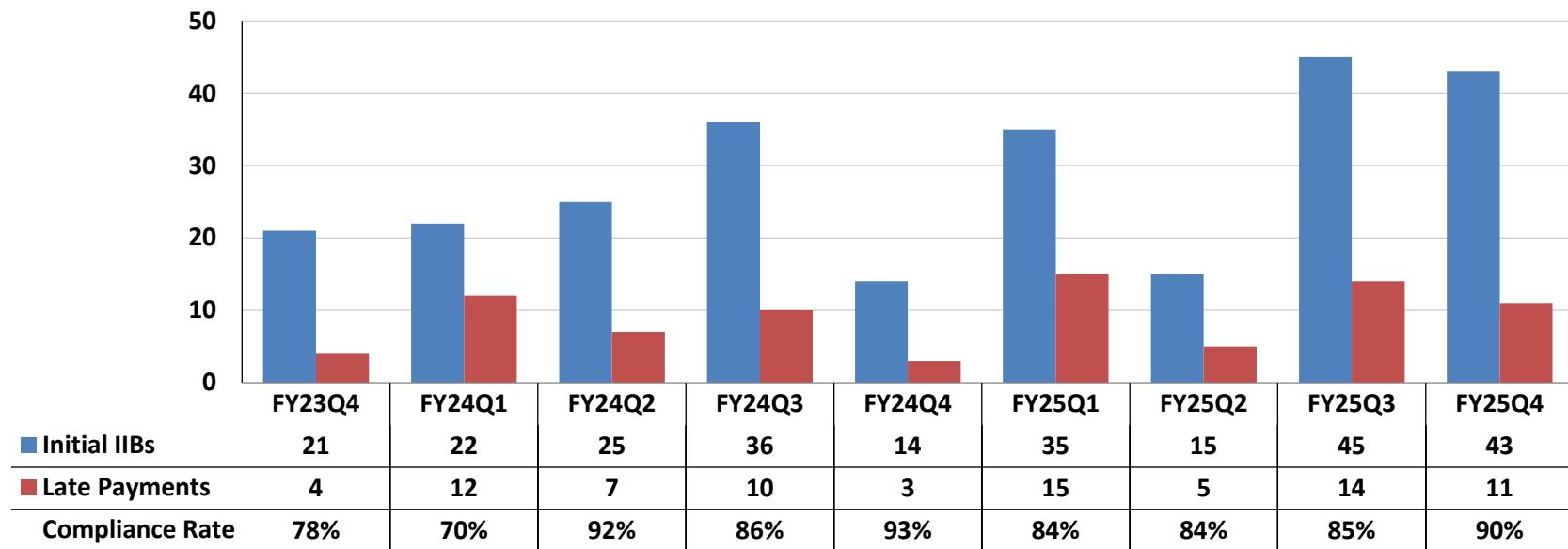
TIBs Late Payments FY25Q4

Carrier	22
Employer	11
Physician	0
System	0
No Fault/Misc.	0

## 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**



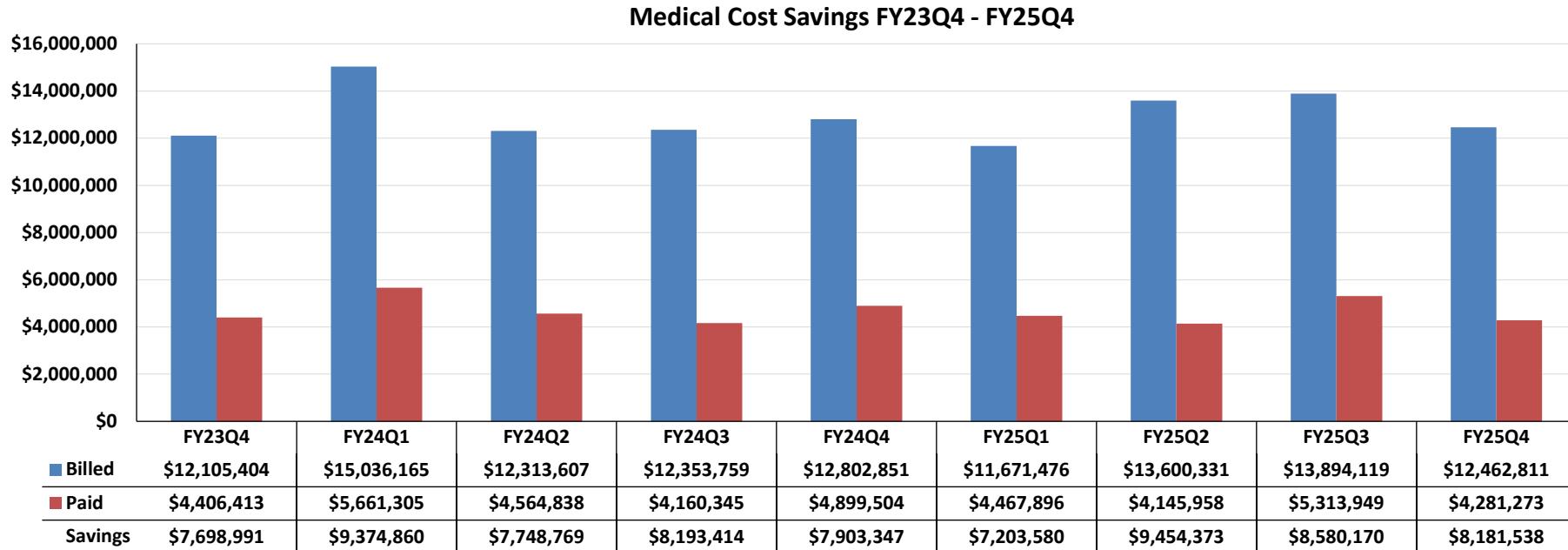
**IIBs Late Payments FY25Q4**

Carrier	11
System	0
No Fault/Misc.	0

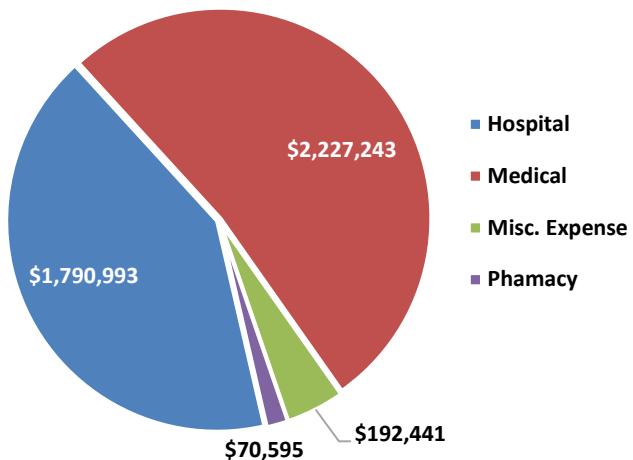
## MEDICAL MANAGEMENT

### I. MEDICAL COSTS

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



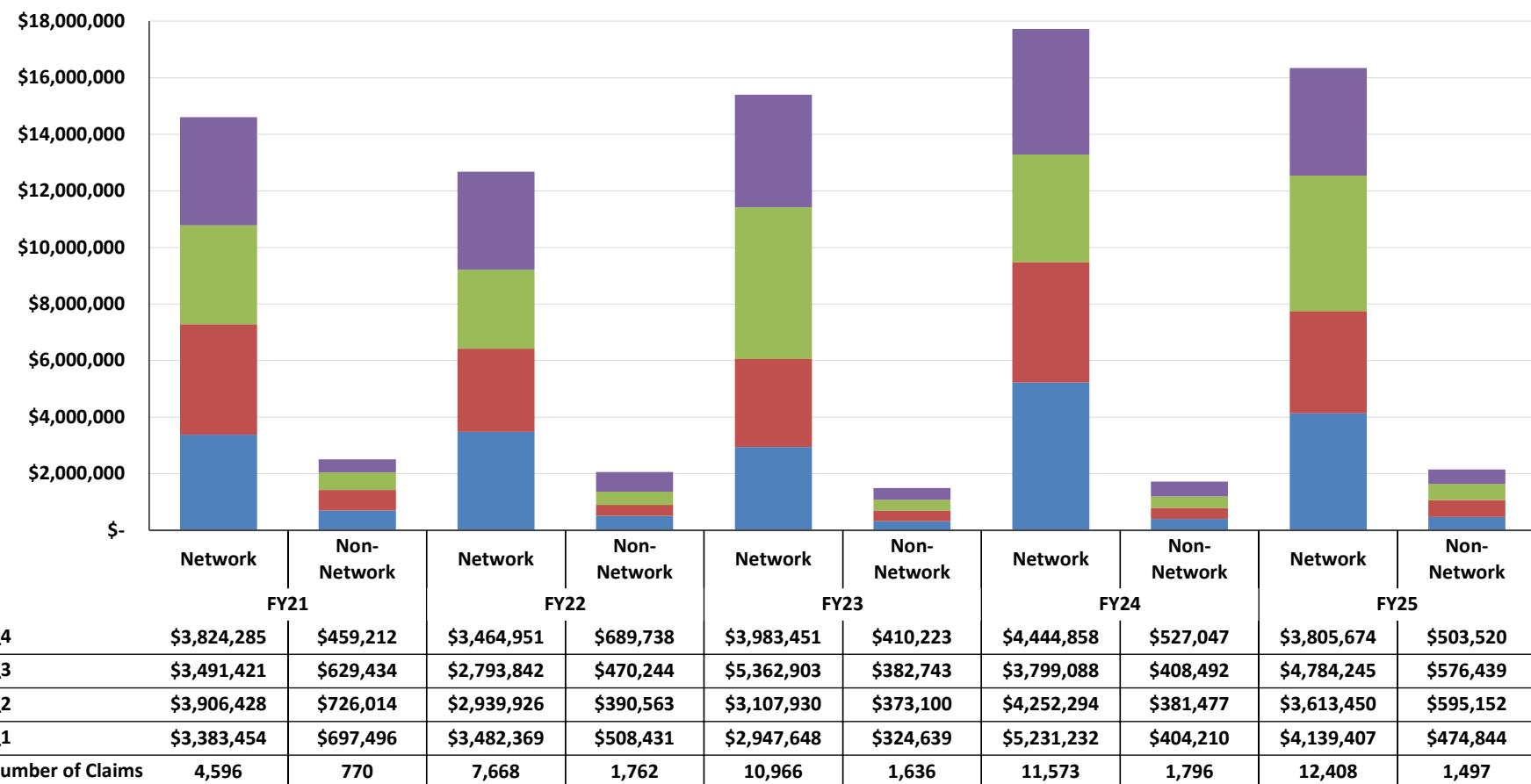
**Medical Payments FY25Q4**



## II. NETWORK AND NON-NETWORK DATA

The following chart shows the amount paid in medical on network and non-network claims.

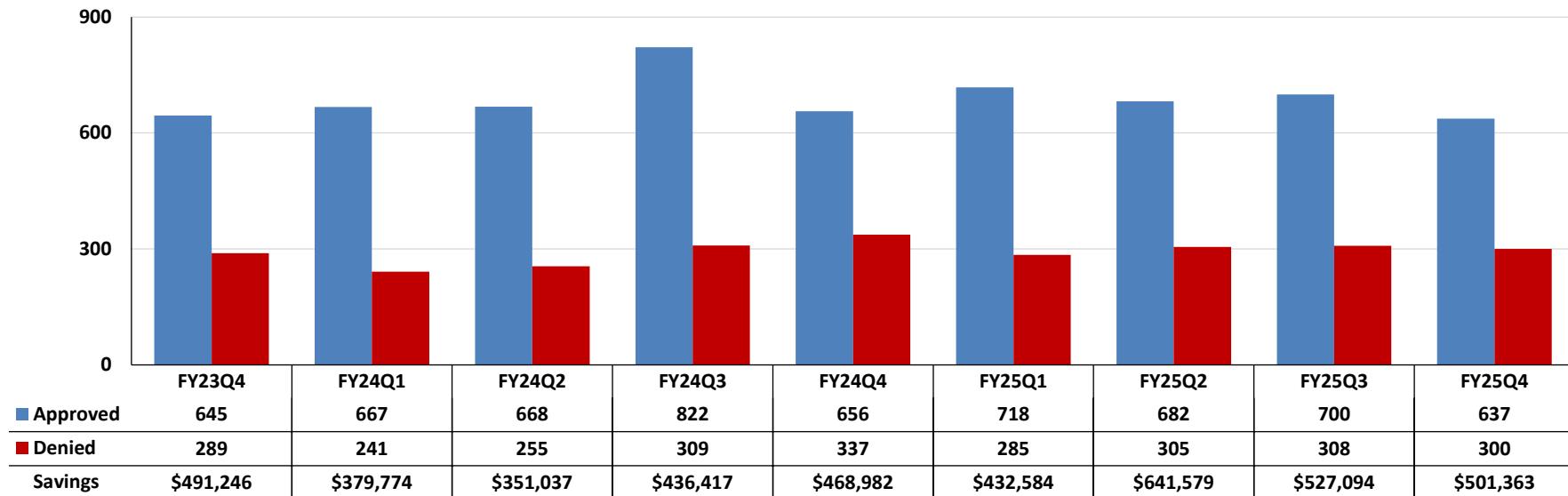
Network and Non-Network FY21 - FY25



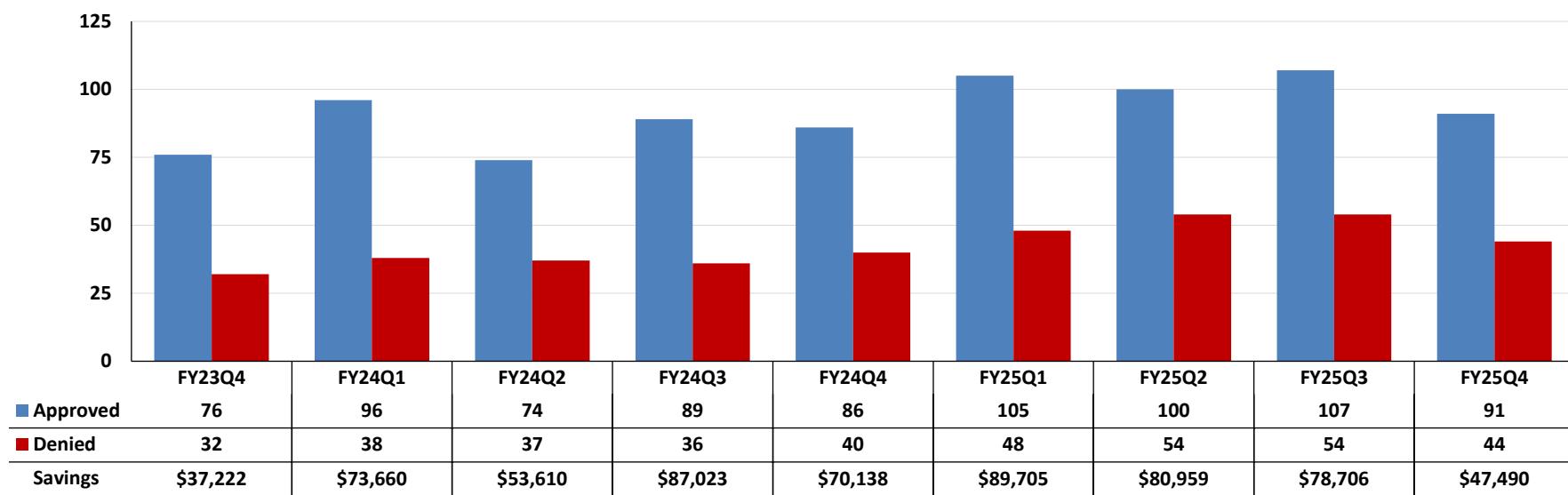
### III. PREAUTHORIZATION

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 FY23Q4 - FY25Q4

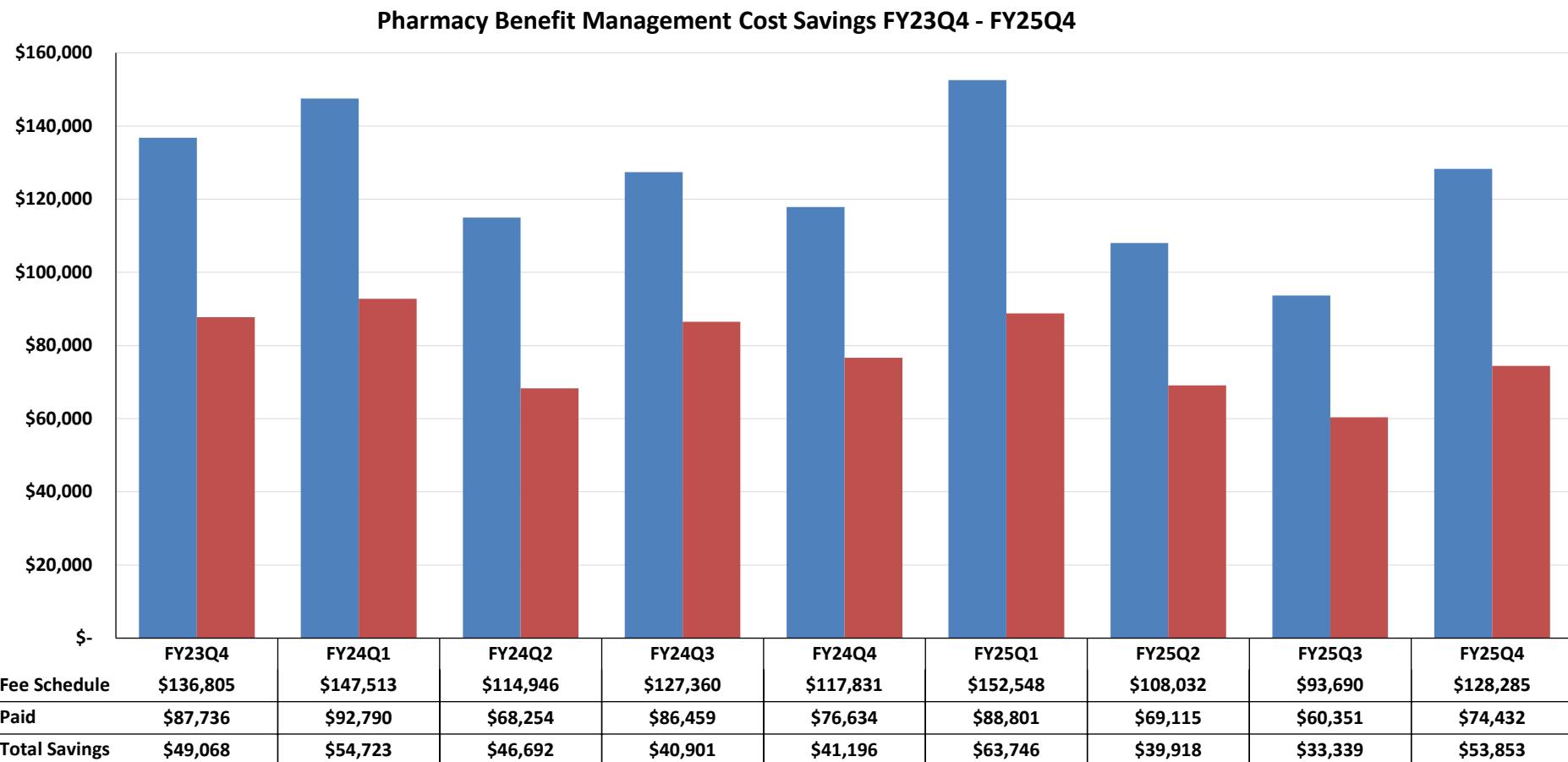


Non-Network Utilization Review FY23Q4 - FY25Q4



#### IV. PHARMACY BENEFIT MANAGEMENT

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



#### V. MEDICAL DISPUTE RESOLUTION FY25Q4

Medical dispute resolution is used to resolve non-network 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	15 Non-Network
Medical Necessity Disputes	2 Non-Network

## LEGAL MANAGEMENT

### I. BENEFIT DISPUTE RESOLUTION FY25Q4

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

A. Dispute proceedings were scheduled in fifty-seven (57) claims this quarter.

BRC Held/Reset	BRC Resolved/Agreement	3 Most Common BRC Issues
53	5	Impairment Rating, Maximum Medical Improvement, Extent of Injury
CCH Held	CCH Resolved by Agreement	3 Most Common CCH Issues
21	2	Impairment Rating, Maximum Medical Improvement, Extent of Injury

### II. SPECIAL INVESTIGATIONS

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

	FY25Q1	FY25Q2	FY25Q3	FY25Q4
Reports Received	NA	NA	77*	186
Cases Opened for Investigation	3	3	6	2
Pending Cases	17	17	18	17
Cases Closed	2	4	5	3
Criminal/Administrative Referrals	1	0	1	1

\*Partial data from 4/16/2025 – 5/31/2025

### 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, the agency can request reimbursement from the Subsequent Injury Fund (SIF) for the overpayment of benefits.

	FY25Q1	FY25Q2	FY25Q3	FY25Q4	YTD
<b>SUBROGATION LIEN RECOVERY</b>	<b>\$52,222</b>	<b>\$435,165</b>	<b>\$49,642</b>	<b>\$274,745</b>	<b>\$811,774</b>
• Claims with a Lien Recovery	17	10	14	12	53
• Lien Recovery \$5,000 or Less	11	6	12	8	37
• Lien Recovery \$5,001 to \$30,000	5	2	2	2	11
• Lien Recovery \$30,001 to \$100,000	1	1	0	1	3
• Lien Recovery \$100,001 and Above	0	1	0	1	2
<b>SIF REIMBURSEMENT</b>	<b>\$0</b>	<b>\$124,390</b>	<b>\$0</b>	<b>\$0</b>	<b>\$124,390</b>
• Claims with a SIF Reimbursement	0	2	0	0	2
<b>TOTAL</b>	<b>\$52,222</b>	<b>\$559,555</b>	<b>\$49,642</b>	<b>\$274,745</b>	<b>\$936,164</b>

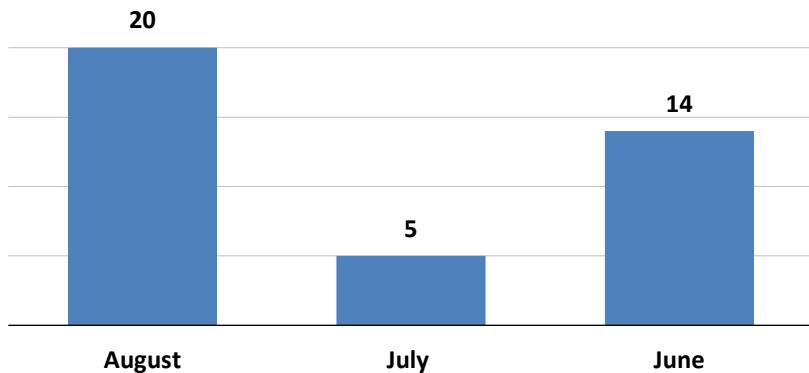
## ENTERPRISE RISK

### I. STATEWIDE RISK MANAGEMENT PROGRAM

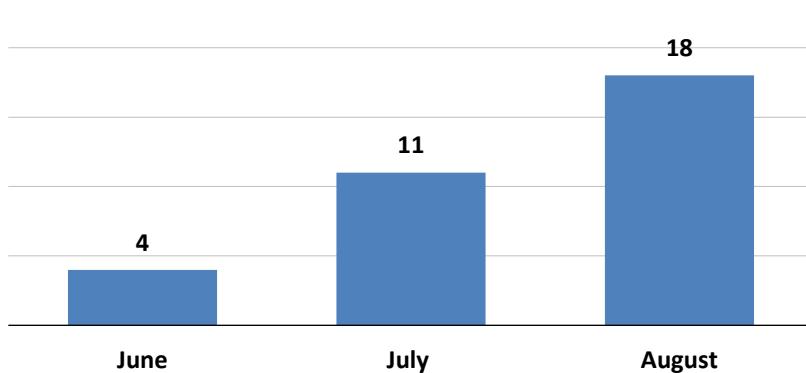
#### Consultation Visits (CVs) and Risk Management Program Reviews (RMPRs)

	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	
CVs	8	16	17	12	7	23	20	19	20	12	42	236	<b>103% of a goal of 229</b>
RMPRs	0	0	5	0	0	4	0	3	2	3	7	25	<b>100% of a goal of 25</b>

#### Recommendations Given FY25Q4



#### Closed Recommendations FY25Q4

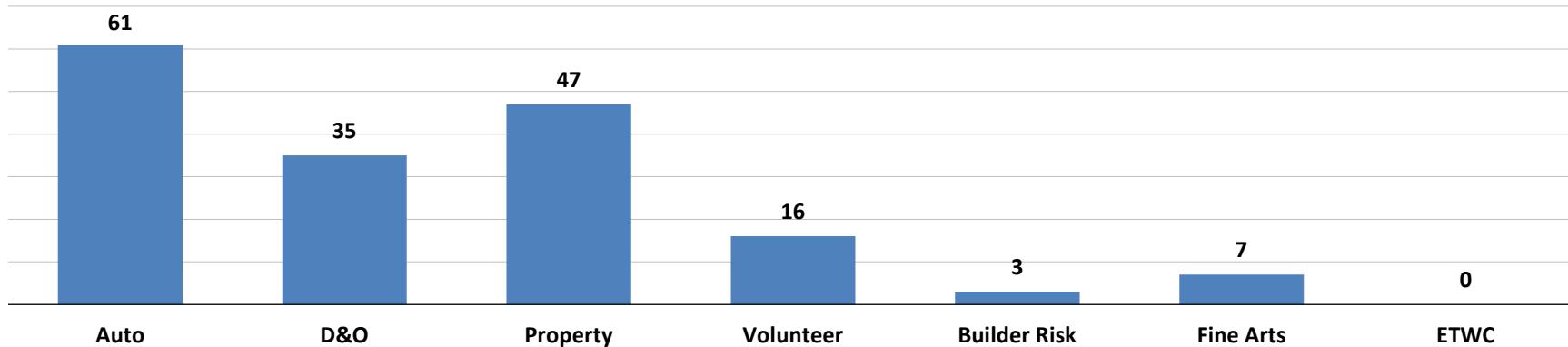


#### Category of Recommendations FY25Q4

Continuity	4
Insurance	7
Policy and Procedure Training	10
Risk Management	9
Safety	9

## II. STATEWIDE INSURANCE PROGRAM

### A. PARTICIPANTS IN STATEWIDE INSURANCE LINES FY25Q4



### B. MONITORING

270 notary applications were processed during FY25Q4

### C. INSURANCE PURCHASE REVIEWS

Line	Number of Policies	Approved	Comments	Premium
General Liability	2	Yes	General Liability (GL) insurance protects an organization against liability claims for bodily injury or property damage for which they may be legally responsible. This policy is commonly a requirement of a building lease agreement.	\$4,372
Blanket Accident / Volunteer Liability	1	Yes	This insurance covers accidents and/or injuries related to individuals participating in volunteer activities on behalf of the agency.	\$4,529
General Liability (students)	2	Yes	A general liability policy to cover the insured's students while participating in off-campus work activities that are a part of the student's curriculum.	\$2,350
Marine P&I	1	Yes	Marine Hull insurance protects vessels against damage and destruction of hull, machinery, fittings and freight. The range of risks such as fire or explosion, sinking, capsizing, derailment, burglary, jettisoning, piracy, earthquake, or lightning is covered by this type of policy.	\$16,861
Extra-Territorial Worker's Compensation	2	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.	\$6,744
Inland Marine	1	Yes	Inland Marine property coverage for specialized material, products, machinery, or equipment.	\$2,822
Crime	1	Yes	This insurance protects the interest of the entity, in the event of a financial loss sustained due to employee theft, misappropriation of funds, embezzlement, defalcation, and computer fraud.	\$2,247
<b>TOTAL</b>	<b>10</b>			<b>\$39,925</b>

## TRAINING AND OUTREACH

During FY25Q4, Agency Relations onboarded three new employees. The Internal Training Consultant facilitated two internal courses for licensed adjusters and other staff. Agency Relations and Claims Operations continue to work on internal training initiatives. The External Training Consultant continues to respond to client agencies' training needs.

### Instructor Led Agency Training for FY25Q4

Course Name	Classes	Students
Driving Safety	8	136
Additional Duty Safety Officer	1	4
Confined Spaces	1	25
Heat Safety	1	21
Lock Out/Tag Out	1	26
15 Passenger Van	2	31
Conflict Resolution	2	35
Emotional Intelligence/Communication	1	23
Personal Safety and Situational Awareness	1	23
<b>TOTAL</b>	<b>18</b>	<b>301</b>

### Self-Paced LMS Training FY25Q4

Virtual Course Name	Students
Driving Safety	819
Workers' Compensation Claims Coordinator	12
RMIS	27
<b>TOTAL</b>	<b>858</b>

### Internal Training

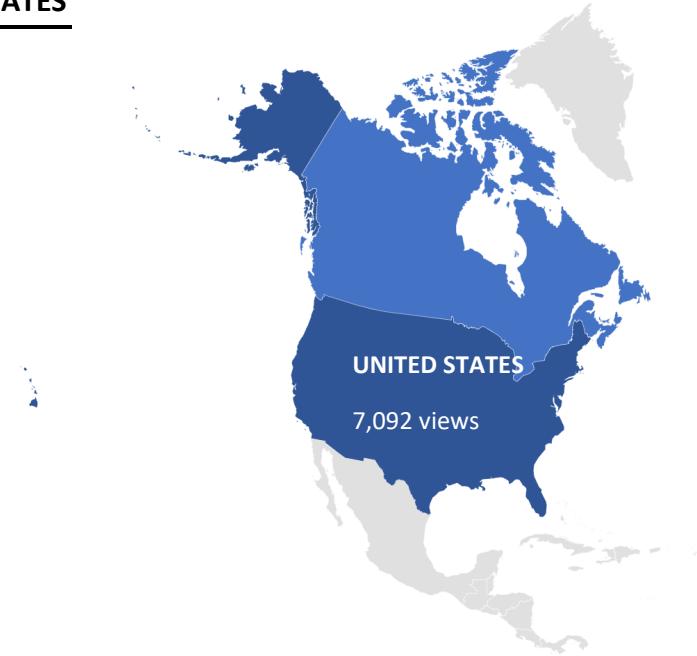
Course Name	Provider	Students
Behavioral Health Medications in the Workplace	MyMatrixx	16
Concussion, Brain Injury and Mental Disorders	Medical Equation	20
<b>TOTAL</b>		<b>36</b>

## I. YOUTUBE ANALYTICS

Viewership on the SORM YouTube Channel slightly increased during FY25Q4.

### **FY25Q4 TOP 5 US STATES**

1. Texas
2. Florida
3. California
4. Arkansas
5. Oregon



### **FY25Q4 TOP 3 VIDEOS**

How to Survive an Active Shooter	3,770 views
How to Prevent Heat Related Illness	2,594 views
Avoid. Deny. Defend.	2,225 views

### **FY25Q4 TOTAL**

Total views 12,514

## CONTINUITY OF OPERATIONS

The third annual Continuity Symposium, held in August, brought together leaders in continuity planning, risk management, emergency preparedness, and cybersecurity from across Texas and the nation. This event delivered three days of professional development, collaboration, and technological innovation, under the theme “Speaking Each Other’s Language.”

### **FY25Q4 Continuity Activity**

	<b>FY25Q1</b>	<b>FY25Q2</b>	<b>FY25Q3</b>	<b>FY25Q4</b>
<b>Plans Evaluated</b>	10	6	4	3
<b>Exercises Evaluated</b>	5	3	4	5
<b>Outreach/Presentations</b>	19	9	9	2
<b>Individual Consultations</b>	5	2	2	2
<b>Continuity Council and Committee Meetings</b>	12	14	13	14
<b>Internal SORM Continuity Meetings</b>	7	16	26	1

# PERFORMANCE MEASURES

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## SORM PERFORMANCE MEASURES

Performance measures provide information to the Legislative Budget Board, Governor, and Legislature on SORM's key processes and activities. The General Appropriations Act establishes performance targets for key performance measures. SORM must report performance data for its key and non-key performance measures.

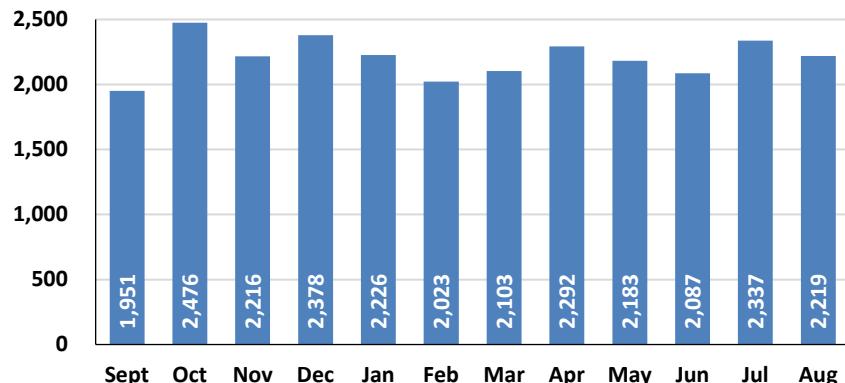
Performance Measures	Key Measure	Reporting Frequency	FY25 Target
Incident Rate of Injuries & Illnesses Per 100 Covered Full-Time Employees	Yes	Annual	3.55%
Cost of Workers' Compensation Per Covered State Employee	Yes	Annual	\$240
Cost of Workers' Compensation Per \$100 State Payroll	Yes	Annual	\$0.60
Average Cost to Administer Claim	Yes	Annual	\$725
Number Written Risk Management Program Reviews Conducted	Yes	Quarterly	25
Number of Entity Consultations Conducted	Yes	Quarterly	229
Number of Medical Bills Processed	Yes	Quarterly	90,000
Number of Indemnity Payments	Yes	Quarterly	27,000
Percentage of Total Assessments Collected Used for Claims Payments	Yes	Actual	98%
Cost Per Hour of Direct Risk Management Service Provided	No	Actual	NA
Number of Employees Served in Risk Management Training Sessions	No	Actual	NA
Number of Initial Eligibility Determinations Made	No	Actual	NA

## REPORTED PERFORMANCE MEASURE DATA

	FY25Q1	FY25Q2	FY25Q3	FY25Q4
Consultation Visits	41	42	59	94
Risk Management Program Reviews	5	4	5	11

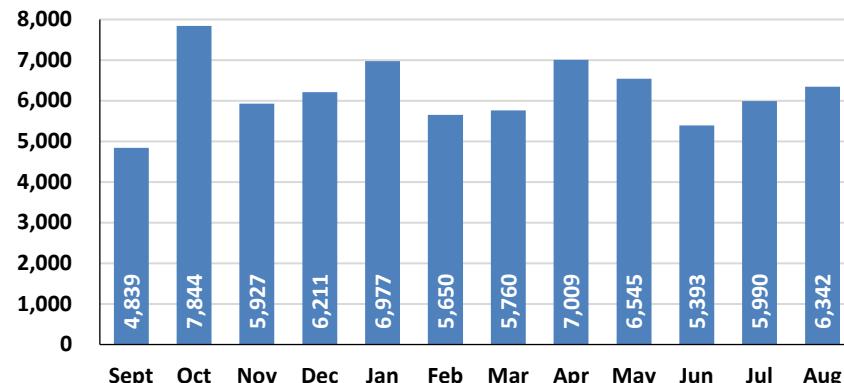
### Indemnity Bills Processed FY25

Total 26,491



### Medical Bills Processed FY25

Total 74,487



## HISTORICAL KEY PERFORMANCE MEASURE DATA

	FY23 Actual	FY24 Actual	FY25 Actual
Incident Rate of Injuries & Illnesses Per 100 Covered Full-Time Employees	3.81%	3.12%	3.08%
Cost of Workers' Compensation Per Covered State Employee	\$249.68	\$297.79	\$268.18
Cost of Workers' Compensation Per \$100 State Payroll	\$0.38	\$0.52	\$0.46
Average Cost to Administer Claim	\$518.41	\$491.86	\$749.12
Number Written Risk Management Program Reviews Conducted	25	25	25
Number of Entity Consultations Conducted	239	240	236
Number of Medical Bills Processed	70,777	72,769	74,487
Number of Indemnity Payments	26,785	26,934	26,491
Percentage of Total Assessments Collected Used for Claims Payments	98%	104.70%	99.61%