SORM
State Office of Risk Management

BOARD OF DIRECTORS'
MEETING AGENDA
JULY 21, 2026

State Office of Risk Management

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

PUBLIC MEETING

Board of Directors (Hybrid)
July 21, 2026, 9:30 a.m.
Barbara Jordan State Office Building
1601 N. Congress, Room 2.029
Austin, Texas and Via Zoom

https://www.zoomgov.com/webinar/register/WN_J_xF05cHQvm9YKZfW1GT-Q

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1. Call to order, roll call, and recognition of a quorum
2. Consideration and possible action to excuse board member absences
3. Approval of the minutes from April 14, 2026, and May 26, 2026, meetings
4. Presentation and discussion of the Agency Operations Report, concerning administrative, fiscal, compliance, human resources, claims operations, enterprise risk, legal management, and technology
5. New business
   5.1 Presentation, discussion, and action on the initial Assessment for FY 2027
6. Public comment*
7. Future meeting dates and topics
8. Board of Directors and SORM staff discussion (Refer to Board Discussion Framework sheet)
   8.1 Topic A - Improving Claim Outcomes
   8.2 Topic B – Strengthening Risk Management Across Partner Agencies
   8.3 Topic C – Legislative & Regulatory Priorities

Individuals who may require auxiliary aids or services for this meeting should contact Jacqueline Guzman at (512) 936-1564 or jacqueline.guzman@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. Guzman 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.

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Executive Session (Closed Session):

8.4 Topic D – Workforce Risks: Discussion of personnel matters relating to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee (closed in accordance with Section 551.074, Government Code)

Discussion of the Executive Director Performance Appraisal, including consideration of revisions to the Executive Director Performance Appraisal and possible adoption of the document (closed in accordance with Section 551.074, Government Code)

Consultation with legal counsel to receive legal advice on items posted on this agenda; or consultation on a matter where SORM seeks the advice of its attorney as privileged communications under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas (closed in accordance with Section 551.071, Government Code)

8.5 Topic E – Innovation and Technology: Discussion regarding security assessments or deployments relation to information resources technology, confidential network security information, or the deployment, or specific occasions for implementation, of security personnel, critical infrastructure, or security devices (closed in accordance with Section 515.089, Government Code)

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

9.1 Possible action regarding adoption of the Executive Director Performance Appraisal

10. Adjournment

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BOARD MEMBERS	DATES OF TERM	HOMETOWN
Gerald Ladner, Sr., Chair	02/01/2027	Austin
Elizabeth “Lisa” Maciejewski-West, Vice Chair	02/01/2029	Horseshoe Bay
Jason Hartgraves	02/01/2027	Dallas
Jason Boatright	02/01/2031	Dallas
Jeffrey “Jeff” Houston	02/01/2031	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.

2. 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.

3. Approval of the minutes from April 14, 2026, and May 26,2026, meetings

Information

Attached are the minutes from April 14, 2026, and May 26, 2026, meetings.

Action Required

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

SORM
State Office of Risk Management

Minutes of the Public Meeting
on
April 14, 2026

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

Board Members present in-person were Gerald Ladner (Chair), Elizabeth "Lisa" Maciejewski-West (Vice Chair), Jeffrey "Jeff" Houston (Internal Audit Liaison) and Jason Hartgraves. Board Member Jason Boatright was absent.

Item 1. Board Chair Ladner called the public meeting to order at 9:31 a.m. on April 14, 2026. Board Chair Ladner recognized Members present. A quorum was established.

Item 2. Board Chair Ladner called for the consideration of possible action for excused Board Members absences for the previous meeting. There were none.

Item 3. Board Chair Ladner asked for any comments or changes to the Minutes of the January 27, 2026, meeting. Hearing no changes, Board Member Houston moved to accept. Vice Chair Maciejewski-West seconded the motion, which carried without objection (4-0 vote).

Item 4. Agency Operations Report:

Executive Director Sara Hays presented the Executive Director's report and advised that the agency remained on track under performance based oversight (PBO) and continued trending positively through the end of March. She reported that property insurance negotiations concluded favorably and that, despite increased insured values and expanded coverage limits, total premiums were approximately $1.2 million lower than the prior year. She further noted that strategic planning preparations were underway and that the biennial survey of employee engagement in conjunction with the University of Texas remained in progress.

Executive Director Hays also introduced Jacqueline Guzman as the agency's new Executive Assistant and Board Liaison and announced that Shanna Molinare would begin on May 1, 2026 as General Counsel. She additionally informed the Board that fourteen employees were currently retirement eligible and that succession planning and cross-training efforts were underway.

Executive Director Hays noted that Lydia Scranton was not in attendance as she was traveling to attend the STRIMA Board Meeting, where she serves as Treasurer, and shared that the agency is proud of her service in that role.

Director of Financial Management, Tony Bennett presented the consolidated budget for the second quarter of FY2026 and advised that expenditures remained below projected levels while maintaining a fiscally conservative posture. Director Bennett reported that approximately 37% of the administrative budget and 43% of the claims budget had been expended at the midpoint of the fiscal year. Vice Chair Maciejewski-West asked questions regarding capital expenditure adjustments, personnel cost categories, and budget line items. Board Member Hartgraves inquired whether retiree-related medical costs were included within the “other personnel costs” line item. Board Member Houston inquired whether reduced operating costs were attributable to staffing vacancies and related savings. Director Bennett responded to each inquiry and confirmed the agency remained financially stable.

Director Bennett presented projections related to indemnity, medical costs, and recoveries, noting that trends remained within budgeted expectations and below worst-case scenario projections. Board Chair Gerald Ladner asked whether an aging workforce could impact loss severity and how that trend was considered in future rate development. Director Bennett provided an initial response regarding current financial structures and funding flexibility, and Executive Director Sara Hays confirmed that the agency continues to monitor workforce trends and broader impacts as part of its ongoing planning efforts.

Director of Human Resources, Andrew Velasquez presented updates regarding recent hires, current vacancies, applicant volume, turnover trends, retirement eligibility projections, and employee training participation. Board Chair Gerald Ladner welcomed recently hired staff on behalf of the Board.

Director of Compliance Management, Dayna Dixon provided an update on legislative implementation efforts, advising that the agency is in the final stages of implementing requirements from the 89th Legislative Session. Chair Gerald Ladner inquired about potential legislative priorities related to risk management programs, and staff noted the topic would be addressed in further detail during upcoming strategic planning discussions.

Director of Information Technology, Tawn Ihnen reported completion of the server migration project, continued cybersecurity monitoring, implementation of the leave request system, and initial testing of artificial intelligence tools. Board Member Houston asked about benefits realized from migration to the cloud environment. Vice Chair Maciejewski-West asked about possible AI functionality within agency systems. Director Ihnen advised testing was underway and future applications would be evaluated carefully.

Board Member Houston commended the IT team on the successful migration to the cloud environment and inquired about the benefits realized from the transition and timing of completion. Director Ihnen advised that migration had been completed in phases over several months, with improved support and infrastructure reliability as key benefits.

Director of Compliance Management, Dayna Dixon reported on contract administration activities, including expenditure and invoice review, vendor monitoring, and ongoing procurement efforts for internal audit services. She noted the Board had previously delegated authority for the Executive Director to post procurement documents, negotiate, and enter into a contract in January 2025.

Director of Claims Operations, Mitchell Griffin presented Q2 2026 claims activity, reporting that 1,678 claims were received, of which 1,422 were accepted and 169 were denied. He further noted that 1,957 claims remained open at the end of the quarter, with several claims involving no lost time or medical treatment.

Director Griffin reported injury caused by lost time/no lost time in Q2 2026 that aggression-related incidents remain the leading cause of claims, primarily driven by frontline roles within agencies such as the Health and Human Services Commission and the Texas Department of Criminal Justice. He noted that there are other common causes however these occur at lower frequencies compared to aggression-related claims.

Board Chair Gerald Ladner asked whether slip, trip, and fall claims were correlated with aging population. Director Griffin reported the item is reviewed and will provide further detail during the remaining reports. Vice Chair Maciejewski-West asked whether statistics are tracked on claim payouts by type of injury. Director Griffin confirmed the data can be separated by injury type and noted that aggression-related claims tend to be more costly, with additional details to be provided in later reports. Board Chair Ladner asked about using claims data for training. Director Griffin confirmed and noted training could be developed to support prevention efforts.

Director Griffin presented claims by age, noting higher claim frequency among younger employees but a greater percentage of lost time and more costly claims among those age 60 and above, consistent with an aging workforce. Board Chair Ladner commented on the potential need to evaluate rates as the workforce ages. Board Member Hartgraves asked about claim types among younger employees. Director Griffin explained these are primarily aggression related and training related injuries, particularly among correctional officers and trooper trainees.

Director Griffin then reviewed denial reasons, noting the most common is no medical treatment, followed by no coverage and no qualifying injury. He explained that claims may be denied if no treatment is sought within the required timeframe and clarified that a compensable injury must involve damage to the physical structure of the body.

Board Member Houston asked about the use of AI in claims processing. Director Griffin shared that the agency is exploring AI tools for claim summaries to improve review efficiency and noted potential for risk scoring based on claim type. He emphasized AI would support, not replace, decision making.

Director Griffin then reviewed second quarter expenses, noting a decrease in temporary income benefits due to fewer lost time claims and an increase in impairment income benefits as claims progress to maximum medical improvement. Supplemental income benefits remained steady, and overall indemnity costs trended lower for the quarter.

Director Griffin also explained that claims may be reopened when an injured employee returns for treatment, and a physician confirms the condition is related to the original compensable injury.

Director of Compliance Management, Dayna Dixon reported on the regulatory compliance rates for the second quarter of fiscal year 2026.

Director of Medical Management, Janine Lyckman, presented medical cost savings.

*Vice Chair Maciejewski - West asked to summarize how savings are handled. Director Lyckman responded that savings are derived strictly from billed versus paid amounts and network discounts and are not tied to denials.

Board Chair Ladner asked whether regional healthcare challenges have impacted network versus non network access. Ms. Lyckman responded that no impacts have occurred to date, noting the network currently covers the majority of the state and that the agency continues working to expand provider participation, particularly in rural areas.

Vice Chair Maciejewski - West asked how preauthorization denials are determined, including whether they are based on timeliness or medical review. Director Lyckman responded that denials are based on medical review using established guidelines, and when services fall outside those guidelines, cases are sent for review with peer-to-peer consultation prior to any denial.

Board Chair Ladner asked about network versus non-network impacts. Director Lyckman reported no current disruptions, noting broad network coverage and ongoing efforts to expand access, particularly in rural areas.

Board Chair Ladner also inquired about pre-authorization denials. Director Lyckman explained denials are based on medical review using established guidelines, with peer-to-peer review conducted prior to denial when services fall outside guidelines.

Director of Legal Management, Ronald Johnson reported on benefit dispute resolution, fraud investigations, and recovery services.

Deputy Executive Director, Todd Holt provided updates regarding continuity planning participation, favorable property insurance market conditions, and evolving cyber insurance needs.

Board Chair Gerald Ladner discussed the importance of adequate cyber limits and benchmarking coverage options. Vice Chair Maciejewski-West emphasized the need for agency compliance with insurer cybersecurity requirements.

Item 5. Executive Director Sara Hays introduced the agenda item concerning the remaining Fiscal Year 2026 assessment.

Financial management staff presented a recommendation to reduce the remaining assessment amount from $45.6 million to $43 million due to favorable budget performance and lower-than-anticipated expenditures. Staff advised that, even with the reduction, the agency would remain conservatively funded above projected worst-case scenarios to account for catastrophic or unforeseen claims events.

Board Member Houston asked how excess year-end funds would be handled. Staff explained that up to ten percent could be carried forward, with any excess required to be proportionately returned pursuant to applicable requirements.

Board Chair Ladner called for a motion to approve the remaining assessment amount to be collected from participating client entities for Fiscal Year 2026. Upon motion duly made and seconded, the motion carried unanimously.

Board Member Houston inquired regarding treatment of year-end excess funds, and staff explained statutory carryforward limitations and proportional return requirements.

Board Chair Gerald Ladner called for a motion to approve the remaining assessment amount to be collected from participating client entities for Fiscal Year 2026.

Item 6. No public comment

Item 7. Future Meeting Dates. Discussion on suggested dates for the next Board Meeting. Board Chair Ladner selected July 21, 2026, as the next tentative meeting date and October 20, 2026, as the following tentative meeting date.

Board Chair Ladner called for a break at 10:52 a.m. with plans to reconvene into Open Session for the Board of Directors and SORM workshop.

Item 8. Open Session: The Open Meeting reconvened at 11:06 a.m.
Board of Directors and SORM workshop

Following adjournment of the regular meeting, the Board reconvened for a strategic planning workshop. Board Chair Gerald Ladner outlined the purpose of the session as obtaining stakeholder input and identifying agency priorities in advance of the June 1, 2026, strategic plan submission deadline.

Executive Director Sara Hays invited Board feedback regarding vision, priorities, and areas of focus for the agency. Initial discussion included property program competitiveness, customer service to participating institutions, staffing capacity, and long-term agency alignment.

Discussion included property program competitiveness, customer service to participating institutions, staffing capacity, training modernization, agency reputation, stakeholder confidence, weather-related risks, and long-term organizational alignment.

Item 9. Board Chair Ladner adjourned the meeting at 11:35 a.m.

State Office of Risk Management

Minutes of the Public Meeting
on
May 26, 2026

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

Board Members present in-person were Gerald Ladner (Chair). Board Members attending virtually were Elizabeth "Lisa" Maciejewski-West (Vice Chair) and Jason Hartgraves. Board Member Jason Boatright and Jeffrey "Jeff" Houston (Internal Audit Liaison) were absent.

Item 1. Board Chair Ladner called the public meeting to order at 9:31 a.m. on May 26, 2026. Board Chair Ladner recognized Members present. A quorum was established.

Item 2. Presentation and discussion of FY 2027 – FY 2034 Strategic Planning

Board Chair Ladner opened the discussion by emphasizing the importance of strategic planning in addressing emerging risks facing state government, including workforce shortages, cybersecurity threats, artificial intelligence, rising claim costs, continuity of operations, and disaster response preparedness. Board Chair Ladner commended agency staff for their efforts in developing the strategic plan and noted the importance of maintaining a proactive approach to risk management and service delivery.

Executive Director Sara Hays presented the agency's Strategic Plan and provided an overview of the agency's core missions, including workers' compensation, risk management, insurance services, and continuity of operations. Executive Director Hays explained that the plan was developed utilizing guidance provided by the Legislative Budget Board and focuses on accountability, efficiency, effectiveness, customer service, and transparency.

Executive Director Hays discussed workforce planning and noted ongoing challenges related to recruiting and retaining experienced employees, particularly workers' compensation adjusters. She explained that the agency continues to experience difficulties competing with private sector salaries and is focused on succession planning, cross-training, recruitment, retention, and knowledge transfer initiatives.

Discussion followed regarding recruitment strategies and opportunities to expand outreach efforts to colleges, technical programs, high schools, alumni associations, and professional organizations. Board members also discussed the potential benefits and challenges associated with telework, regional staffing models, and alternative workforce structures.

Executive Director Hays also discussed emerging technologies and the agency's efforts to evaluate artificial intelligence capabilities. She explained that the agency is reviewing available tools, including functionality within RMIS, while ensuring compliance with legal, privacy, cybersecurity, and medical records requirements. Staff noted that certain AI-related functionality is currently being evaluated and tested.

Vice Chair Maciejewski-West inquired about continuity of operations and business recovery capabilities in the event of cybersecurity incidents or other disruptions.

Executive Director Hays and Lydia Scranton, Chief of Internal Operations and Chief Financial Officer, discussed the agency's cloud-based environment, redundancy measures, continuity planning efforts, and ongoing testing activities.

Executive Director Hays reviewed the agency's risk management, insurance, and continuity of operations goals. Discussion also occurred regarding agency implementation of risk management recommendations, and Board Chair Ladner requested future reporting regarding implementation efforts by state agencies.

Executive Director Hays discussed a proposed feasibility study related to a self-insured retention fund. Discussion focused on the importance of identifying implementation requirements, staffing needs, and projected costs prior to seeking future legislative consideration.

Executive Director Hays reviewed identified redundancies and impediments, including challenges related to taxpayer identification number requirements for provider payments and issues related to the agency's statutory indoor air quality training responsibilities. Discussion included the potential for online delivery of required training and future evaluation of legislative options.

Executive Director Hays also reviewed customer satisfaction initiatives. She reported that risk management survey results continue to reflect generally positive feedback and informed the Board that a new claims customer satisfaction survey process had recently been implemented. Board members discussed future reporting of survey results and opportunities to identify trends and service improvements.

Discussion concluded with workforce planning, succession planning, training, organizational change management, employee development, and future workforce skill needs associated with emerging technologies.

Following discussion, Board Chair Ladner expressed support for the Strategic Plan and recommended approval.

Board Member Hartgraves made a motion to approve the Strategic Plan. Vice Chair Maciejewski-West seconded the motion. The motion carried unanimously.

Item 3. No public comment

Item 4. Board Chair Ladner adjourned the meeting at 10:36 a.m.

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4. 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 FY26Q3

TO THE

SORM BOARD OF DIRECTORS

July 21, 2026

EXECUTIVE SUMMARY

I. PERFORMANCE BASED OVERSIGHT

Early information from the Division of Workers' Compensation indicates that SORM will likely achieve Top Tier status for Performance-Based Oversight (PBO). We are currently in the rebuttal period, which allows carriers to respond to the Division's findings if necessary Official results will be announced by the Division in October. This accomplishment reflects the dedication, professionalism, and hard work of our entire team. I want to sincerely thank everyone whose efforts contributed to this outstanding achievement.

II. LEGISLATIVE APPROPRIATIONS REQUEST

With the Strategic Plan now complete and submitted, staff have begun preparing the agency's Legislative Appropriations Request (LAR). We are conducting a thorough review of each program area, including operational needs and salary competitiveness, to ensure our request accurately reflects the resources needed to support the agency's mission. We will continue to keep the Board informed of our progress.

III. NEW LEAVE REQUEST SYSTEM

The new electronic leave request system, developed collaboratively by our Human Resources and Information Technology teams, went live on April 20 and has been functioning smoothly. The system is user-friendly and has improved leave process efficiency and enhanced tracking, reporting, and accountability. I want to thank everyone who contributed to the successful development and implementation of this project.

IV. BIENNIAL SURVEY OF EMPLOYEE ENGAGEMENT

The results of the Biennial Survey of Employee Engagement have been distributed. Overall, SORM maintains a positive employee engagement rating. However, the survey also identified opportunities for improvement, particularly in compensation, professional development, and internal communication. Later in this report, we will discuss specific initiatives to help strengthen employee engagement.

V. PERSONNEL UPDATES

A. We are pleased to welcome Kate Sidora as SORM's new Government Relations and Communications Director. Kate joined the agency on July 1 and has already become a valuable member of our team. She previously served in a similar role for the Division of Workers' Compensation and has extensive experience in communications, legislative affairs, and stakeholder engagement. She will serve as the agency's spokesperson, coordinating legislative and media communications with the Executive Team and the Board.

B. We are also pleased to announce three new claim adjusters joining the Claims department this month. Of the three newly hired Claim Adjusters, two are internal promotions, which highlights SORM's commitment to employee development and career progression. We are excited to have them on board and look forward to the contributions they will make to our mission.

C. We would also like to welcome Adeline Najvar as our new Training Consultant Team Lead in Human Resources. Adeline holds a master's degree in Curriculum and Instruction and brings valuable prior state government experience to the agency. In her role, she is helping reestablish SORM's learning and development function by developing agencywide training strategies and programs, expanding professional development opportunities, and partnering with departments across the agency to identify learning needs and build a sustainable framework for learning and development to support the agency's long-term success.

VI. RETIREMENTS

Since our last Board meeting, we have had three employee retirements, including our Director of Medical Management. These anticipated retirements provide an opportunity to strengthen succession planning and knowledge transfer. Agency leadership is actively evaluating staffing needs across the affected divisions to ensure a thoughtful transition and position the agency for continued success.

AGENCY OPERATIONS

AGENCY BUDGET AS OF MAY 31, 2026

Objects of Expense	Initial Budget	Adjustments Transfers (= In, - Out)	Revised Budget	Expenditures	Encumbrances	Remaining Budget	Unpaid Expenses Incurred	Percent of Budget Expended /Incurred	Percent of Fiscal Year Elapsed
Salaries & Wages	8,348,974		8,348,974	5,096,368	0	3,252,606	0	61.0%	75.0%
Other Personnel Costs	200,000	100,000	300,000	223,905	0	76,095	0	74.6%	75.0%
Professional Services	1,800,000	-100,000	1,700,000	940,891	107,490	651,619	0	61.7%	75.0%
Consumable Supplies	35,000	0	35,000	6,654	116	28,230	3,500	29.3%	75.0%
Utilities	10,000	100,000	110,000	20,877	67,630	21,493	0	80.5%	75.0%
Travel	120,000	-40,000	80,000	26,400	0	53,600	0	33.0%	75.0%
Rental of Space	720	0	720	720	0	0	0	100.0%	75.0%
Rental of Equipment	24,000	10,000	34,000	9,821	10,986	13,194	0	61.2%	75.0%
Operating Costs	2,024,179	-70,000	1,954,179	1,493,203	25,478	435,498	44,618	80.0%	75.0%
Capital Expenditures	0	685,272	685,272	120,034	75,162	490,076	0	28.5%	75.0%
Risk Management Information System (Authorized by HB500)	1,194,904	0	1,194,904	563,652	33,800	597,453	0	50.0%	75.0%
TOTAL	**13,757,777**	**685,272**	**14,443,049**	**8,502,524**	**320,662**	**5,619,863**	**48,117**	**59.2%**	**75.0%**

Objects of Expense	Initial Budget	Adjustments Transfers (= In, - Out)	Revised Budget	Expenditures	Encumbrances	Remaining Budget	Unpaid Expenses Incurred	Percent of Budget Expended/ Incurred	Percent of Fiscal Year Elapsed
Indemnity	20,439,628	0	20,439,628	13,754,311	0	6,685,317	0	67.3%	75.0%
Medical	25,798,122	0	25,798,122	15,660,438	422,456	9,715,228	0	62.3%	75.0%
Total Expenses	**46,237,750**	0	**46,237,750**	**29,414,749**	**422,456**	**16,400,544**	**0**	**63.6%**	**75.0%**
Subrogation and Restitution	(567,750)	0	(567,750)	(616,837)		49,087		108.6%	75.0%
NET TOTAL	**45,670,000**	**0**	**45,670,000**	**28,797,912**	**422,456**	**16,449,632**	**0**	**63.1%**	**75.0%**

FY26 PROJECTION

	Actual Costs as of 5/30/2026 6 Months	Based on Even Distribution	Based on 15 year avg. (FY11 - FY25)	Based on 10 year avg. (FY16 - FY25)	Based on 5 year avg. (FY21 - FY25)	Worst Case Assumed
Indemnity		74.79%	74.49%	74.17%	74.01%	74.01%
Medical		74.79%	75.82%	75.62%	74.70%	74.70%
Recovery		74.79%	71.10%	72.30%	63.85%	100.00%

FY26 Projections

Indemnity	13,831,027	18,492,032	18,568,678	18,648,198	18,688,185	18,688,185
Medical	15,741,583	21,046,439	20,760,970	20,817,597	21,073,014	21,073,014
Recovery	(616,837)	(824,709)	(867,601)	(853,197)	(966,088)	(616,837)
TOTAL	28,955,772	38,713,762	38,462,047	38,612,598.00	38,795,110	39,144,361
					Average of four different projection bases and "worst case"	**38,745,576**
Gross costs only	29,572,610	39,538,471	39,329,648	39,465,795	39,761,198	39,761,198
					Average of four different projection bases and "worst case"	**39,571,262**

HUMAN RESOURCES

New Hires	Posted Vacancies
Shanna Molinare – General Counsel	Deputy General Counsel
Kate Sidora – Director of Government Relations & Communications	Business Analyst
Internal Selections	Contract Manager
Deadrick Ramirez – Risk Management Specialist	Risk Manager III
Shannon O'Brien – Claims Adjuster	Claims Supervisor
Vanessa Sheffey – Claims Adjuster	Claims Adjuster
	Risk Training Consultant
	Receptionist (x2)

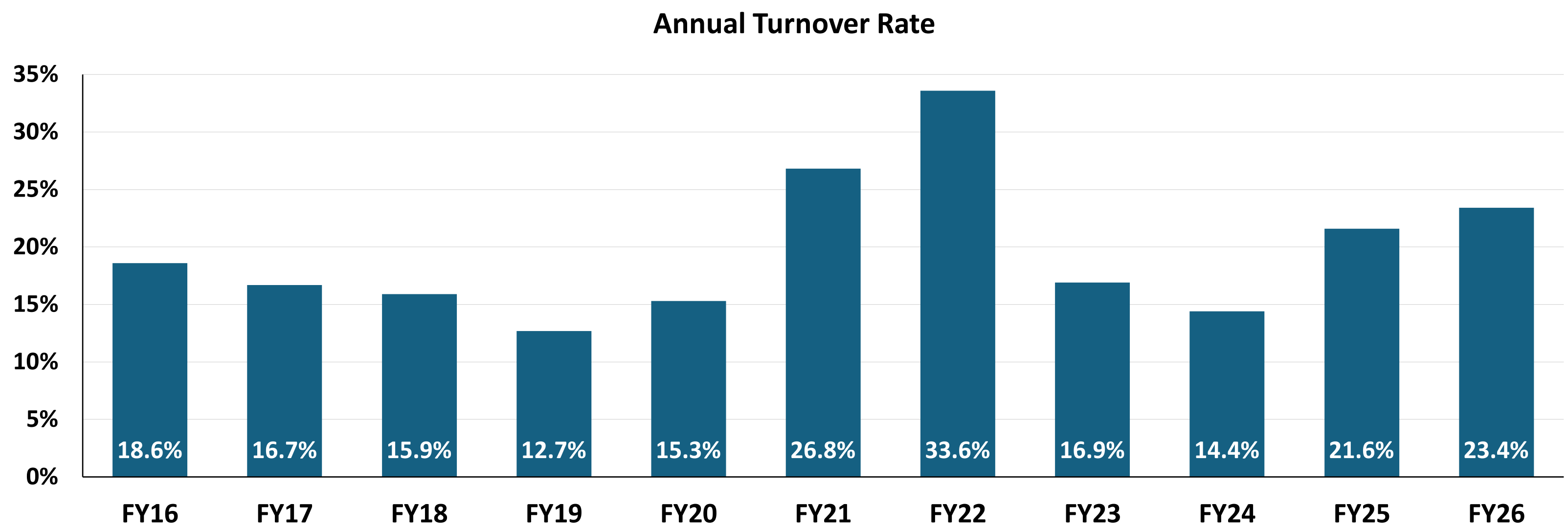
Recruitment Efforts FY26

Recruitment Methods	Q1	Q2	Q3
Agency Web Site - Internet	223	276	198
Human Resources/Personnel Office	3	4	11
Job Board	119	75	34
Job Fair	9	4	7
Other State Employees	33	21	10
Social media	9	2	3
TOTAL	**396**	**382**	**263**

Number of Employees Eligible to Retire FY26 - FY28*

FY26	FY27	FY28
10	1	1

***As of July 7, 2026**



Employment Separations FY26Q3

Retirements		Voluntary Separations Not Including Retirements		Involuntary Separations	
Number of Separations	Turnover Rate	Number of Separations	Turnover Rate	Number of Separations	Turnover Rate
0	**0**	**6**	**6.6%**	**1**	**1.1%**

Total:7.7%

TRAINING AND OUTREACH

Instructor Led Agency Training for FY26Q3

Course Name	Classes	Students
Claims Coordinator	1	16
Additional Duty Safety Officer (ADSO)	2	25
TOTAL	**3**	**41**

Self-Paced LMS Training FY26Q3

Virtual Course Name	Students
Driving Safety	1,749
Workers' Compensation Claims Coordinator	4
15 Passenger Van Safety	29
TOTAL	**1,782**

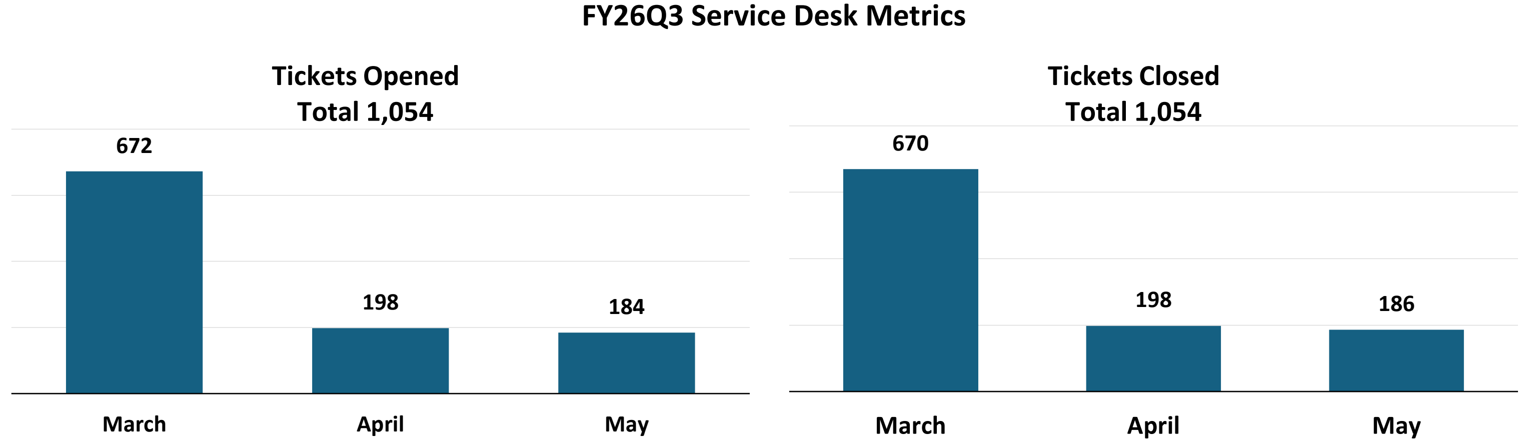
INFORMATION TECHNOLOGY

I. ONGOING AGENCY SUPPORT

Information Technology (IT) continues to support agency operations through infrastructure support, processing, and reporting. Significant areas of activity in FY26Q3 include:

<table>
<tr><th>Area</th><th>Task</th></tr>
<tr><td>Equipment</td><td>Managed and supported servers and PC infrastructure.
Continuous troubleshooting of reported user issues with SORM equipment.</td></tr>
<tr><td>Application Support</td><td>Continued software changes and process improvements for SORM internal applications, automating and supporting business process changes.
RMIS Production Support.</td></tr>
<tr><td>State Agency Support Services</td><td>Reporting:
Provide weekly, monthly, and year-to-date workers’ compensation financial reports to our state agencies.
Ad Hoc reporting as requested.
State agency user support:
New user creation as requested.
User login assistance and password resets.
Referrals to STAR LMS for training.</td></tr>
<tr><td>Cybersecurity</td><td>Continuous monitoring for vulnerabilities within SORM computers and servers
Installing updates on computers and servers to address vulnerabilities and comply with cybersecurity standards.
Three modules mandated by DIR for FY26 cybersecurity requirements will be completed this fiscal year. The second module was completed successfully in the third quarter.
Four phishing simulations will be completed this fiscal year. The third simulation was completed successfully in the third quarter.
One module mandated by DIR for FY26 Artificial Intelligence training was successfully completed in the third quarter.
Multifactor authentication (MFA) for external users.</td></tr>
</table>

II. SORM SERVICE DESK ACTIVITY



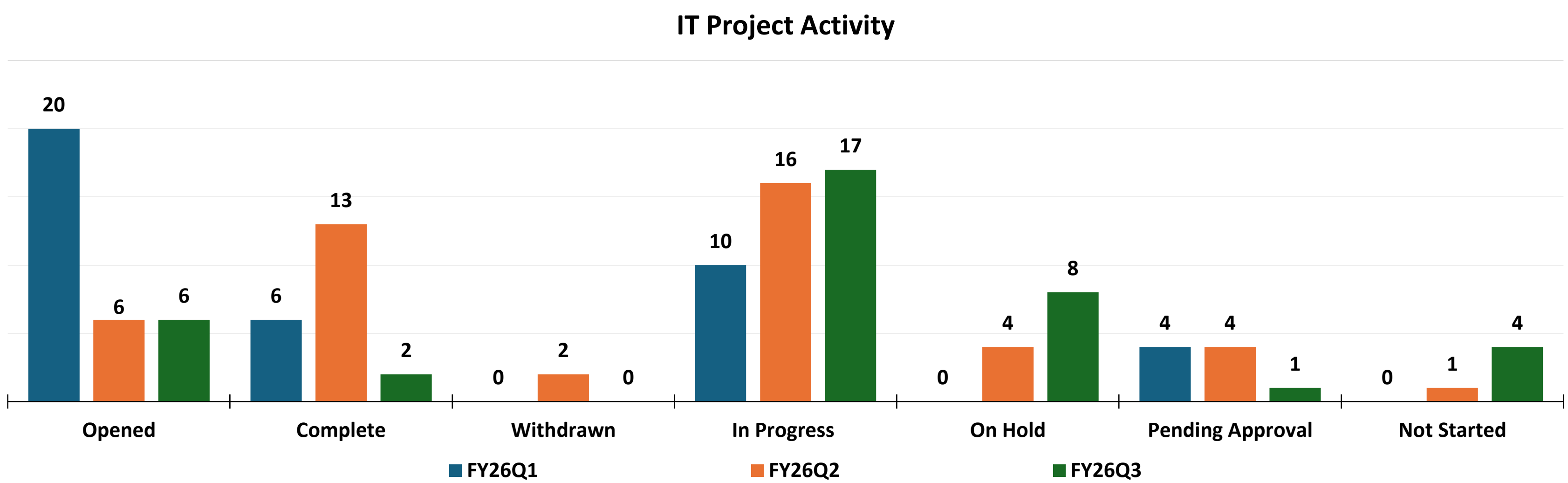
III. IT PROJECT MANAGEMENT ACTIVITY

A. Project Execution

Two projects were completed this quarter. Work continues daily to enhance RMIS for SORM staff and external users for greater efficiency.

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's IT project activity is presented below.



IV. ANTICIPATED FY26Q4 ACTIVITY

In addition to routine support functions congruent with operations for the Office, we anticipate the following activities during FY26Q4 and beyond:

A. Continue to expand the knowledge assets of our existing IT staff through cross-training, conferences, and other available opportunities.
B. Continue to support our state agency users as we expand the RMIS system functionality.
C. Support SORM business units in providing IT solutions to support their goals and objectives.
D. Complete the third DIR mandated phishing simulation.
E. Complete the fourth DIR mandated cybersecurity training module.
F. Test AI functionality within SORM's staging instance of RMIS.
G. Explore and test additional AI solutions.

CONTRACT ADMINISTRATION

Area	Task
Contract Oversight & Monitoring	• Expenditure Request Tracking • Invoice Quality Assurance Review • Payment Approval Assistance
Vendor Performance Monitoring	• Contact Verification • Certificates of Insurance • Cybersecurity Training • Business Owner Feedback
Vendor Performance Reporting	• Annually • Renewal • Expiration
Contract Awarded	• Award Notification • Contract Execution • Implementation

STATUTORY MISSIONS

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. 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 determination.

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.

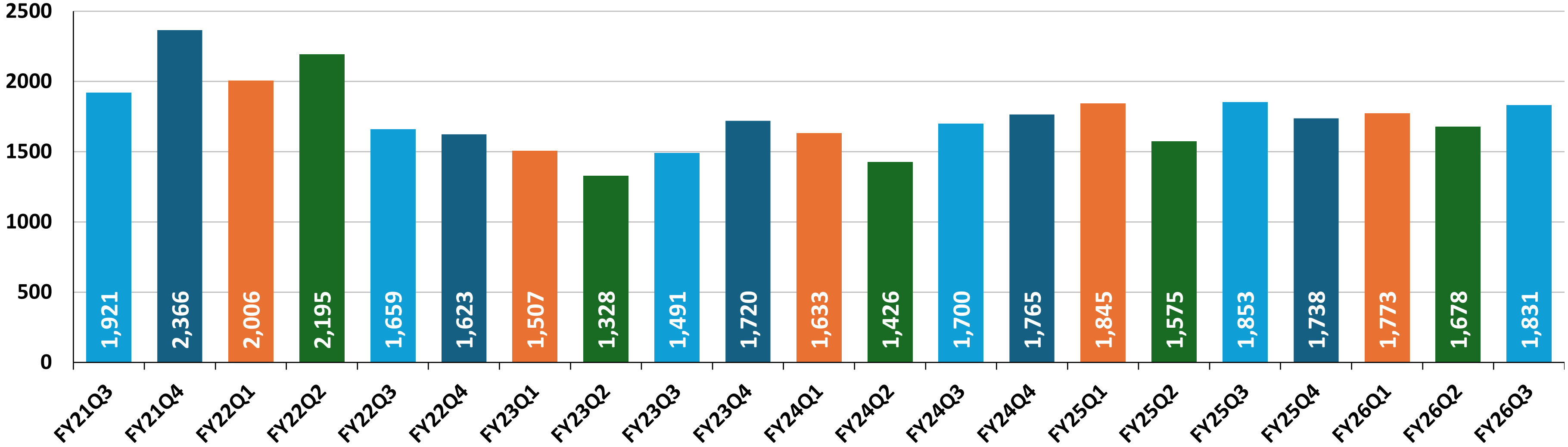
Since workers' compensation claims are based on a compensable injury, it is possible an injured worker may have future medical needs and/or lost time from work due to the compensable injury. If medical and/or indemnity benefits start again, SORM will reopen the claim to ensure the claim is being actively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

II. CLAIMS OPERATIONS ACTIVE WORKLOAD FY26

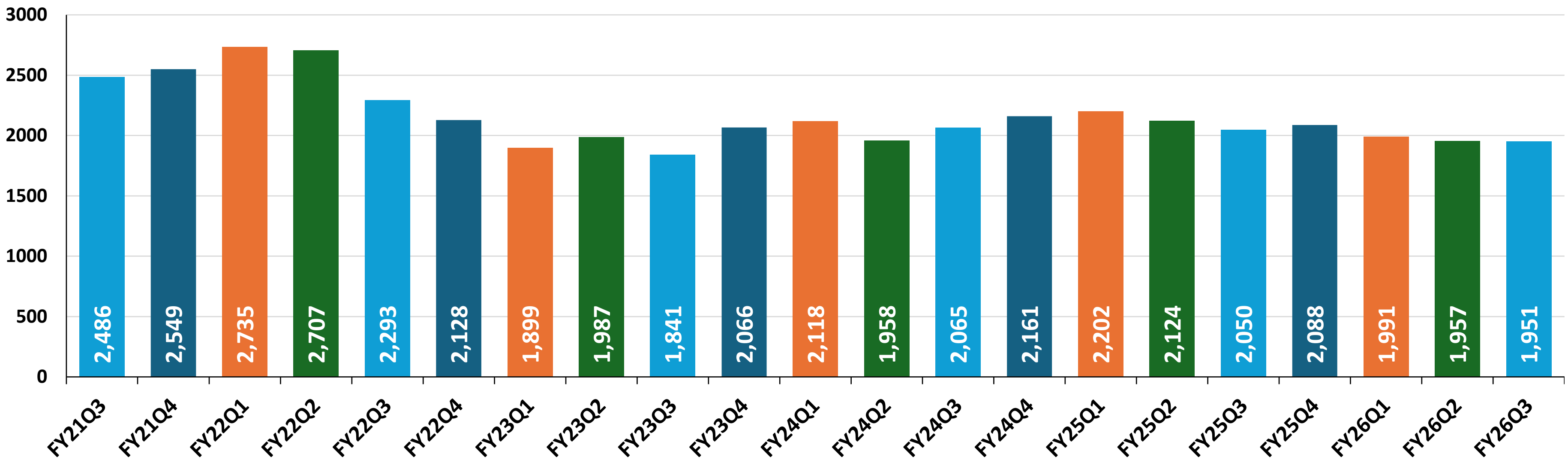
The following charts show claims activity in the state employees' workers' compensation program:

	FY26Q1	FY26Q2	FY26Q3	FY26Q4
Received	1773	1678	1831	-
Accepted	1522	1422	1589	-
Duplicates	63	54	61	-
Denied	208	169	214	-
Inactivated	1924	1636	1851	-
Reopened	31	26	36	-

Claims Received per Quarter

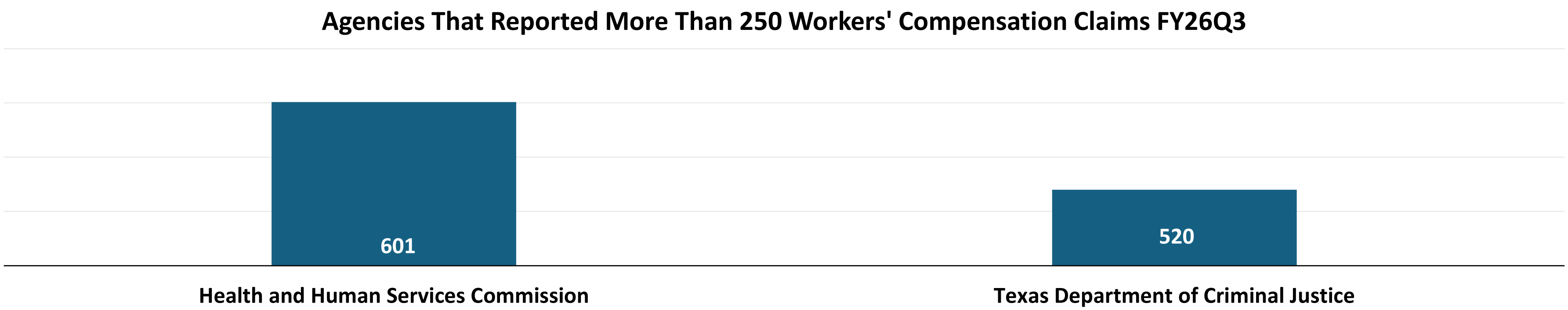


Claims Open per Quarter



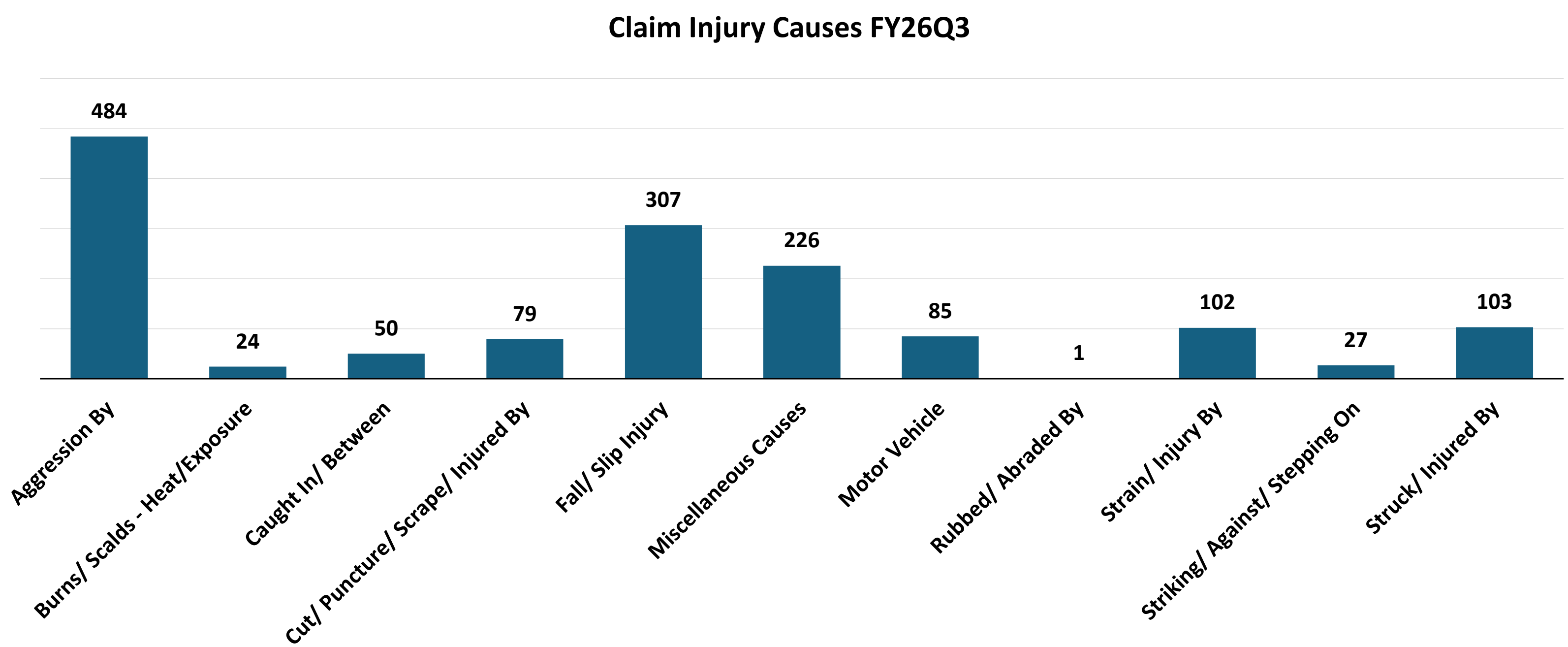
III. WORKERS' COMPENSATION CLAIMS DATA ANALYSIS

The following chart shows the state entities with more than 250 reported workers' compensation claims in FY26Q3:

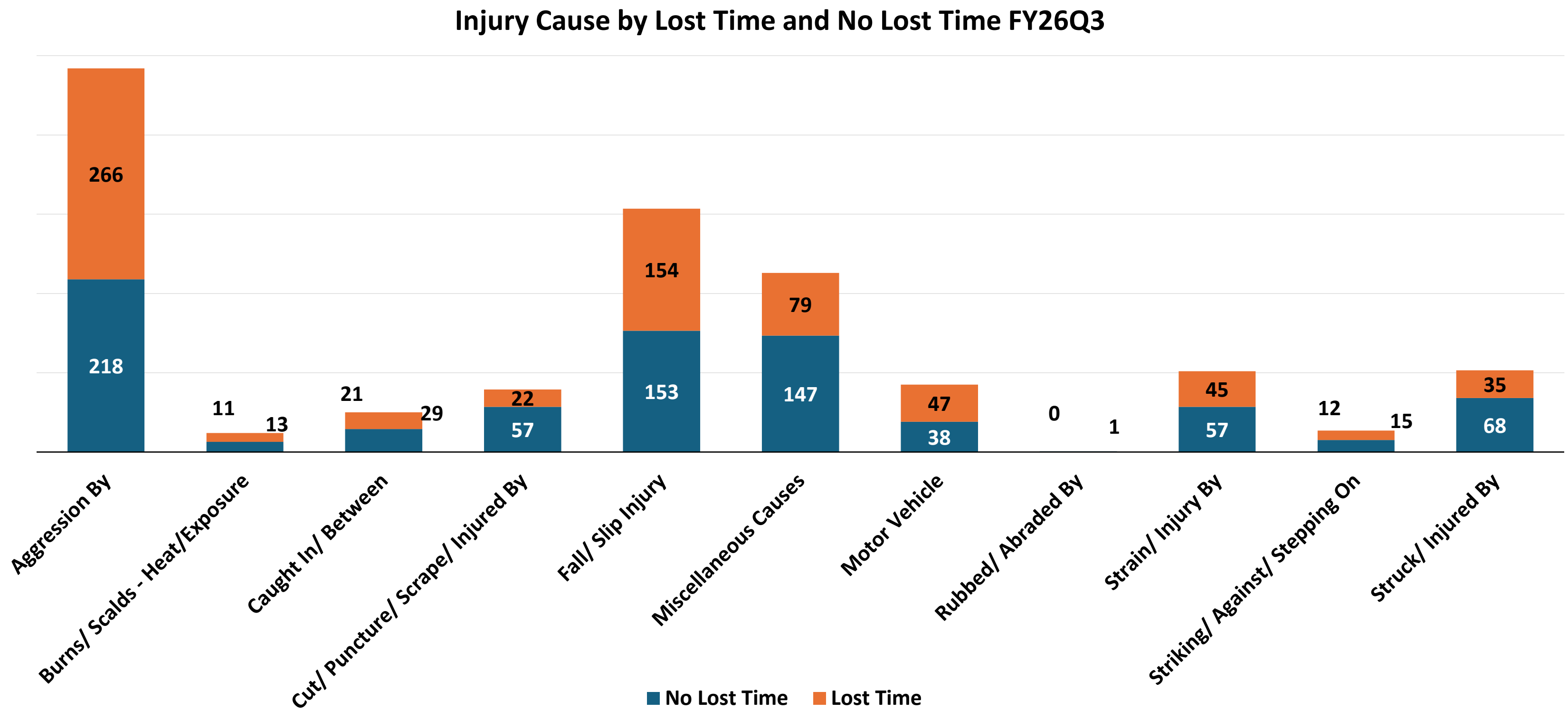


Standardized codes are used in workers' compensation claims to describe the cause of injury. Cause codes can be used to analyze trends. Identifying perils, risk exposures, and hazards is the first step in addressing workplace health and safety.

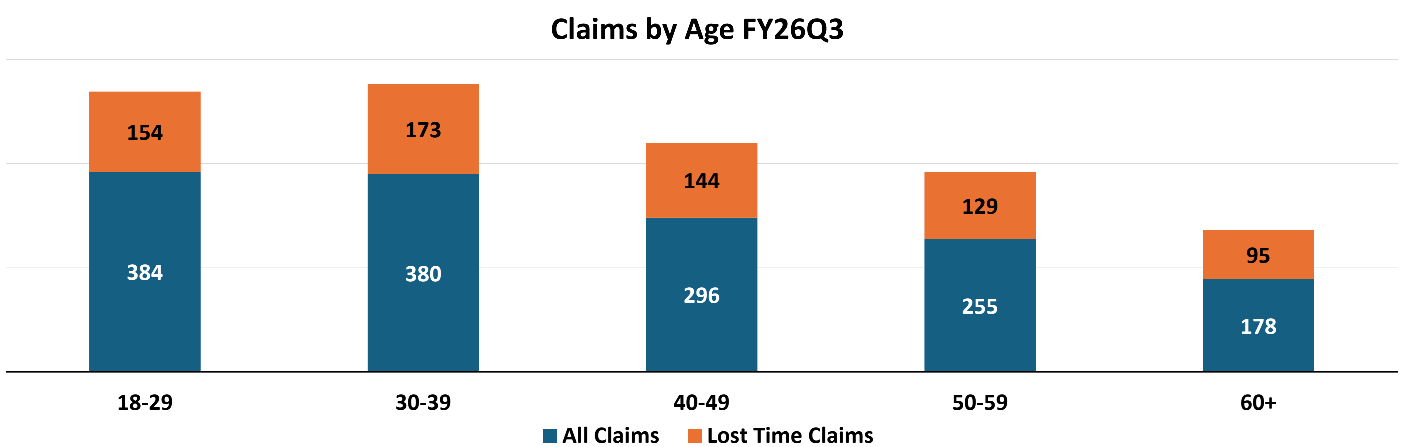
The following chart shows the conditions or situations that were identified as the cause of the compensable injuries that were reported to the Office in FY26Q3:



Lost time is an indicator of the severity of a claim. The following chart shows FY26Q3 lost time data on accepted claims within each injury cause:



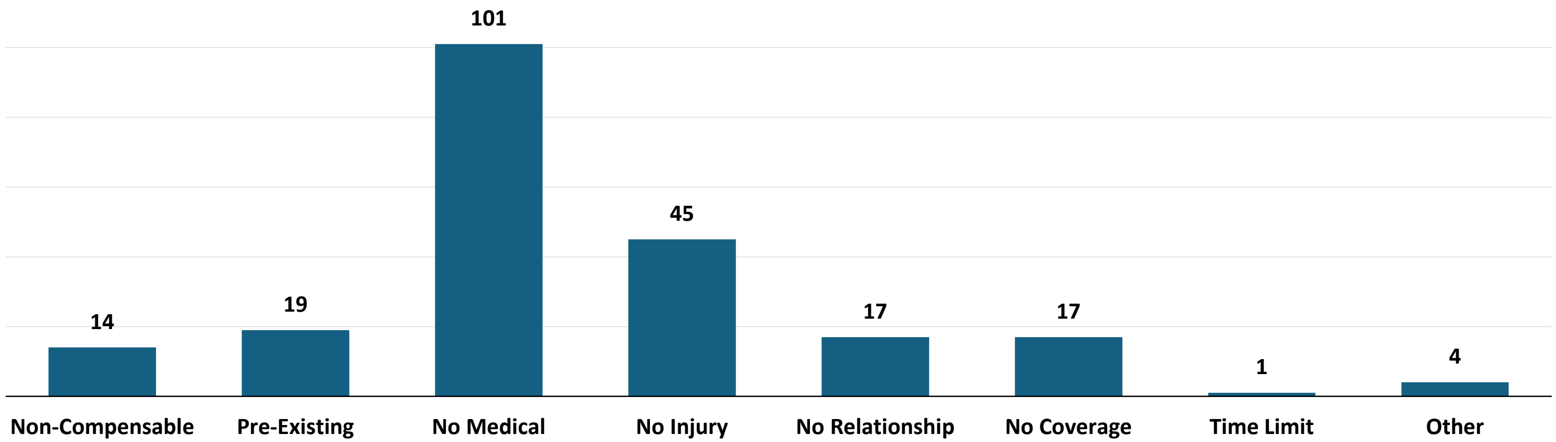
The following chart shows the age of injured employees and the lost time by age for accepted injuries in FY26Q3:



IV. WORKERS' COMPENSATION DENIALS

The common reasons for workers' compensation claim denials in FY26Q3 are shown in the chart below:

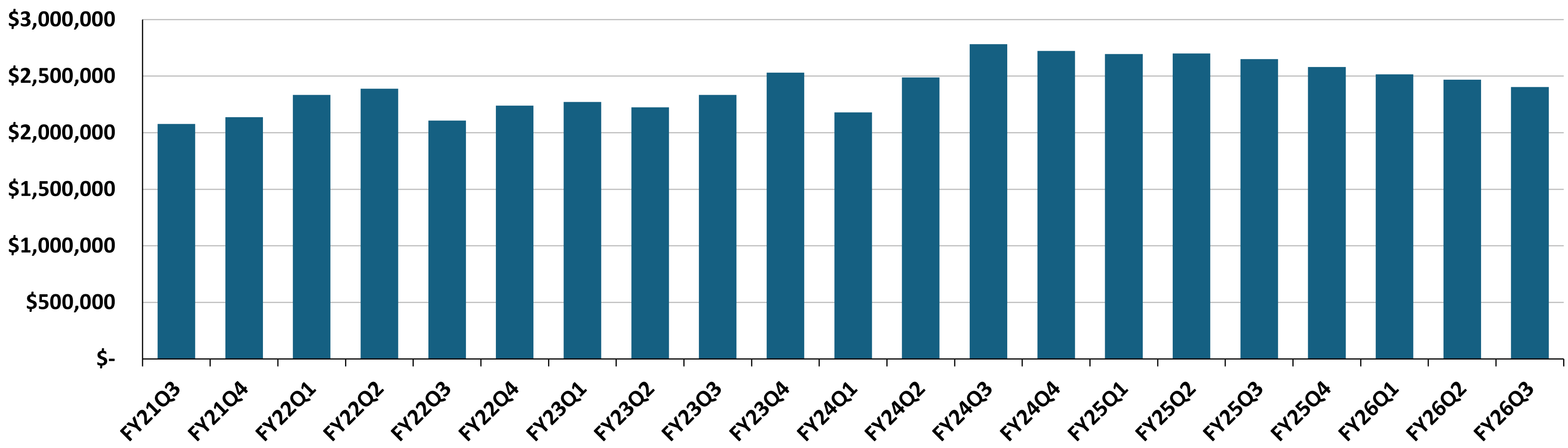
Workers' Compensation Denied Claims by Denial Reason FY26Q3



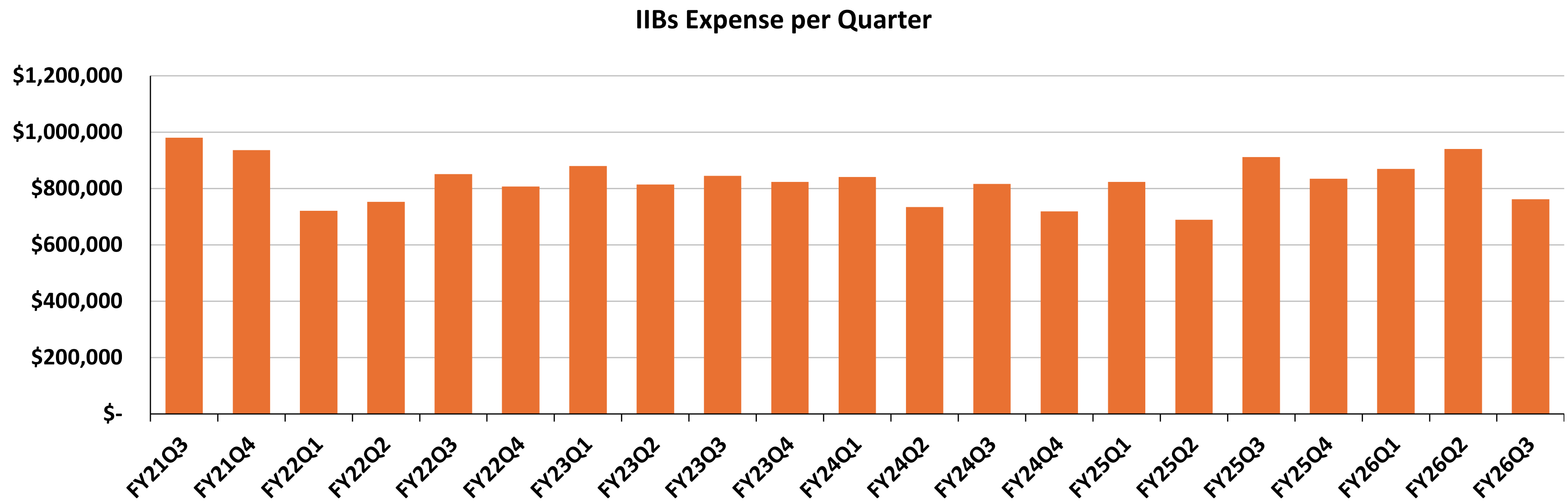
V. ANALYSIS OF INCOME BENEFITS EXPENSES FOR FY26Q3

Temporary Income Benefits (TIBs) expenditures for FY26Q3 totaled $2,403,069 on 473 claims.

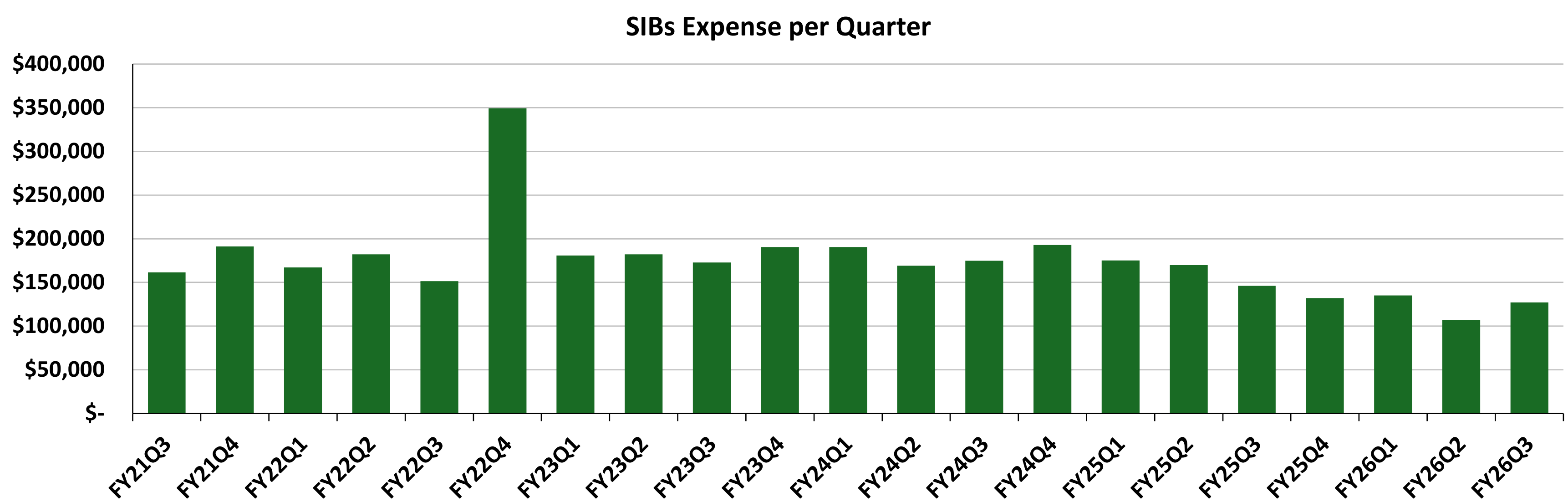
TIBs Expense per Quarter



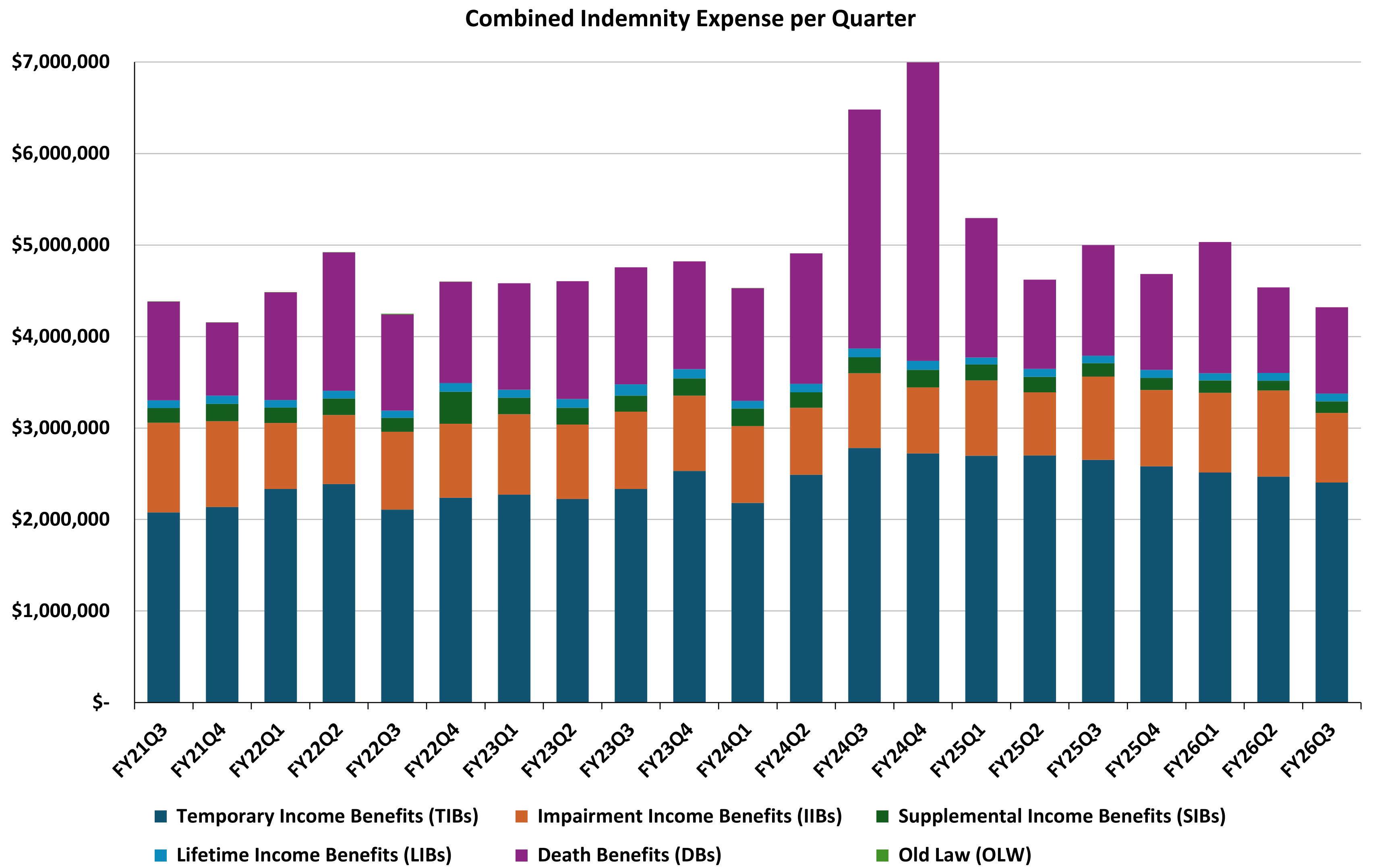
Impairment Income Benefits (IIBs) expenditures for FY26Q3 totaled $762,400 on 124 claims.



Supplemental Income Benefits (SIBs) expenditures for FY26Q3 totaled $127,128 on 19 claims.



Combined indemnity expenditures for FY26Q3 totaled $4,310,256 on 725 claims.

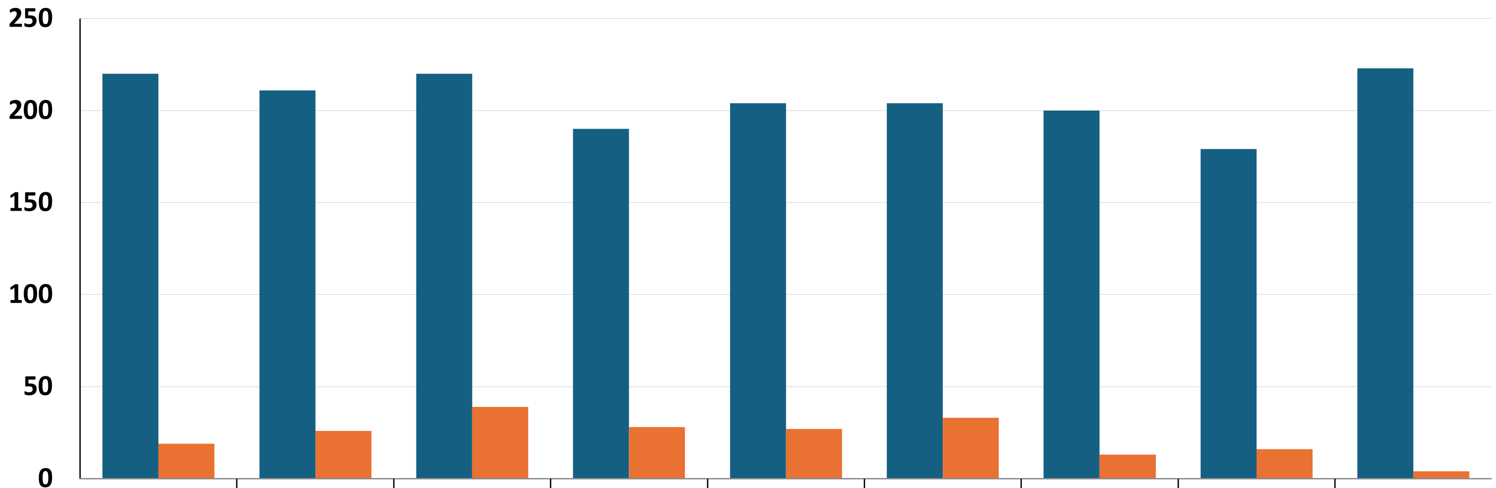


REGULATORY COMPLIANCE

A. TEMPORARY INCOME BENEFIT AUDITS

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

Initial TIBs Compliance Rate and Late Payments



	FY24Q3	FY24Q4	FY25Q1	FY25Q2	FY25Q3	FY25Q4	FY26Q1	FY26Q2	FY26Q3
Initial TIBs	220	211	220	190	204	204	200	179	223
Late Payments	19	26	39	28	27	33	13	16	4
Compliance Rate	98%	96%	93%	95%	96%	94%	95%	97%	99%

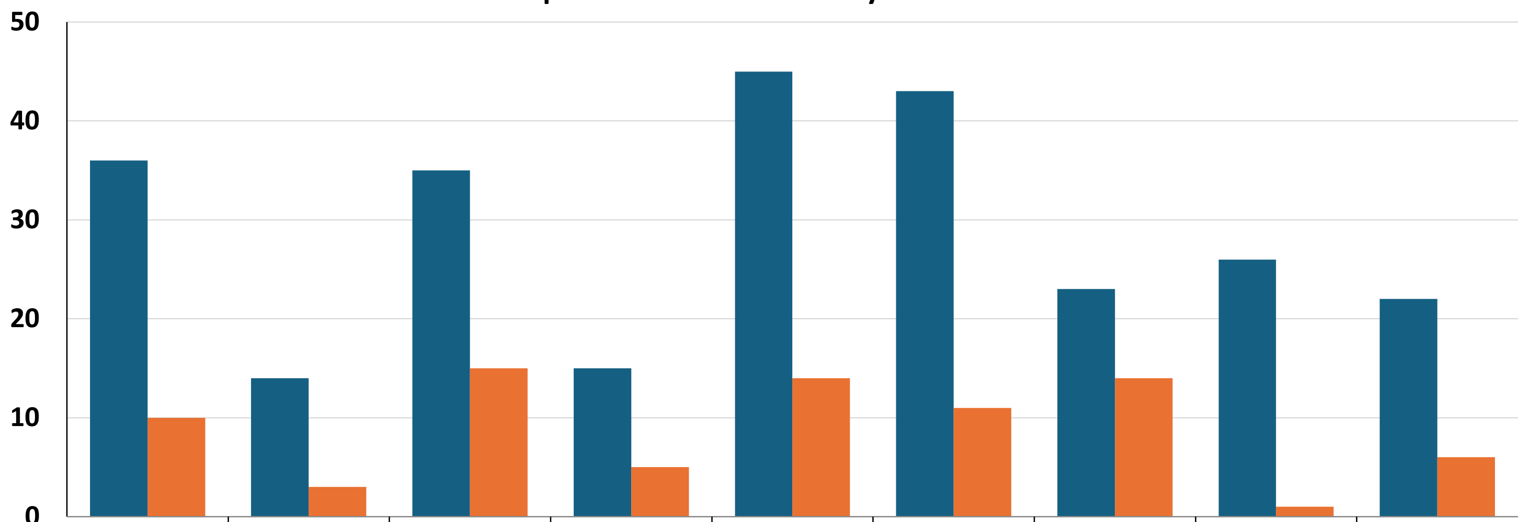
TIB Late Payments FY26Q3

Carrier	2
Employer	2
Physician	0
No Fault/Misc.	0
System	0

B. IMPAIRMENT INCOME BENEFIT AUDITS

SORM must initiate impairment income benefits by the 5th 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



	FY24Q3	FY24Q4	FY25Q1	FY25Q2	FY25Q3	FY25Q4	FY26Q1	FY26Q2	FY26Q3
Initial IIBs	36	14	35	15	45	43	23	26	22
Late Payments	10	3	15	5	14	11	14	1	6
Compliance Rate	86%	93%	84%	84%	85%	90%	78%	98%	91%

IIB Late Payments FY26Q3

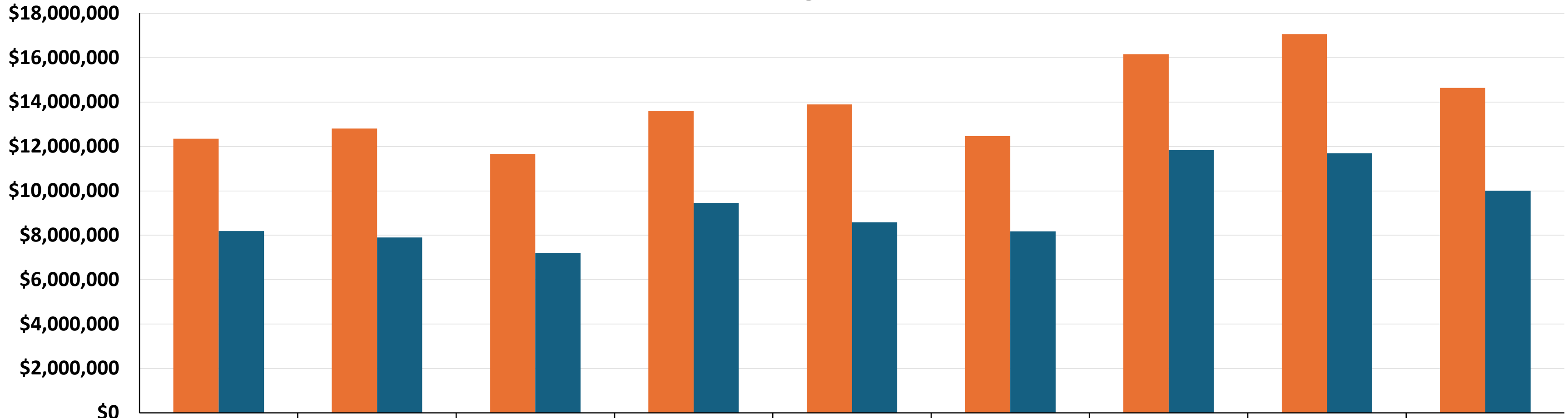
Carrier	6
System	0
No Fault / Misc.	0

MEDICAL MANAGEMENT

I. MEDICAL COSTS

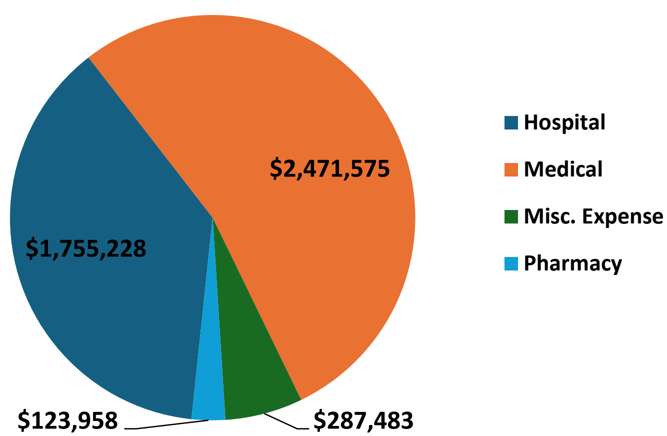
Workers' compensation benefits include medically necessary treatment related to the compensable injury.

Medical Cost Savings FY24Q3 - FY26Q3



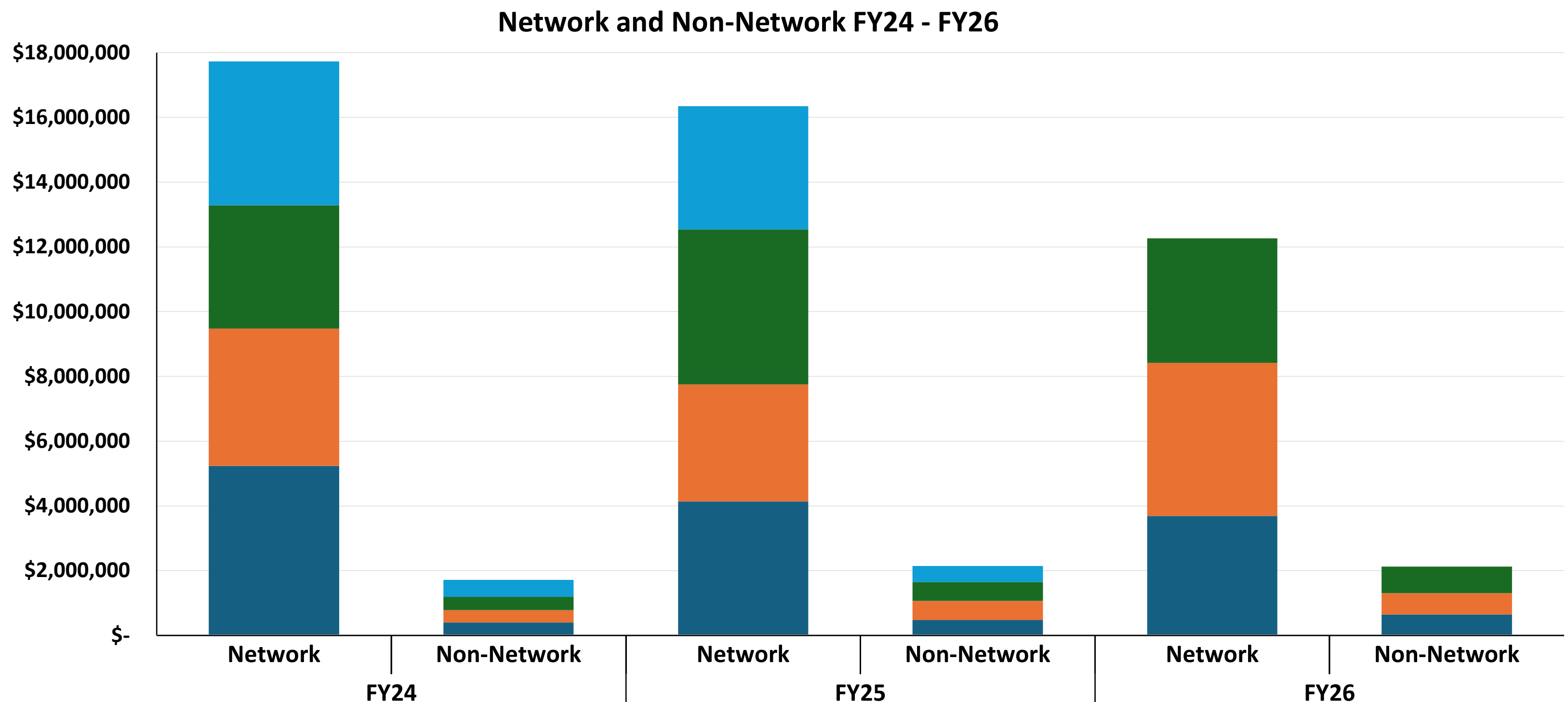
	FY24Q3	FY24Q4	FY25Q1	FY25Q2	FY25Q3	FY25Q4	FY26Q1	FY26Q2	FY26Q3
Billed	$12,353,759	$12,802,851	$11,671,476	$13,600,331	$13,894,119	$12,462,811	$16,149,601	$17,053,476	$14,641,419
Savings	$8,193,414	$7,903,347	$7,203,580	$9,454,373	$8,580,170	$8,181,538	$11,843,055	$11,696,053	$10,003,180
Paid	$4,160,345	$4,899,504	$4,467,896	$4,145,958	$5,313,949	$4,281,273	$4,306,546	$5,357,423	$4,638,239

Medical Payments FY26Q3



II. NETWORK AND NON-NETWORK DATA

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

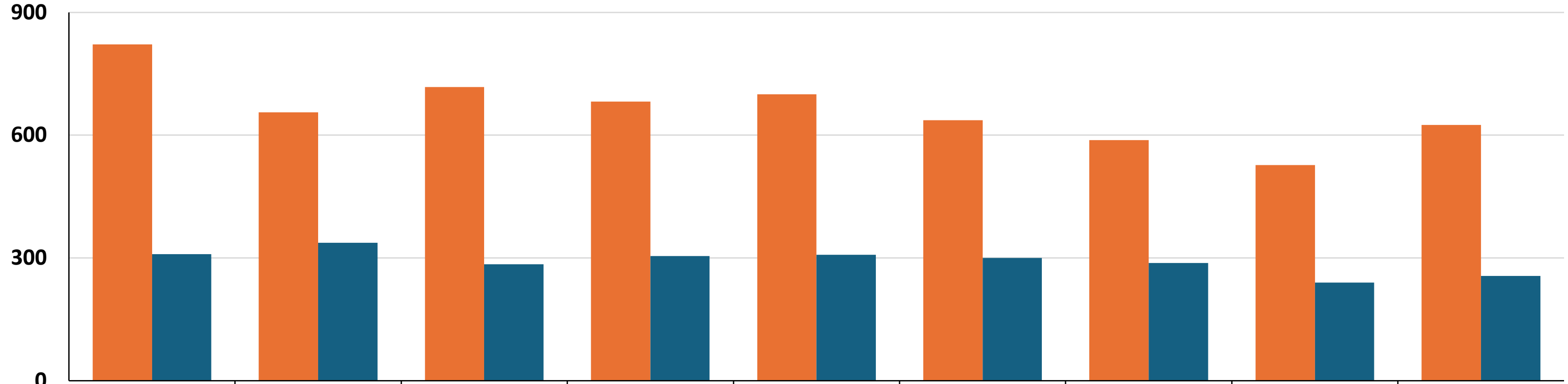


	FY24 Network	FY24 Non-Network	FY25 Network	FY25 Non-Network	FY26 Network	FY26 Non-Network
Q4	$4,444,858	$527,047	$3,805,674	$503,520	-	-
Q3	$3,799,088	$408,492	$4,784,245	$576,439	$3,842,118	$826,375
Q2	$4,252,294	$381,477	$3,613,450	$595,152	$4,731,237	$649,496
Q1	$5,231,232	$404,210	$4,139,407	$474,844	$3,692,618	$652,769
Number of Claims	11,573	1,796	12,408	1,497	8,512	1,723

III. PREAUTHORIZATION

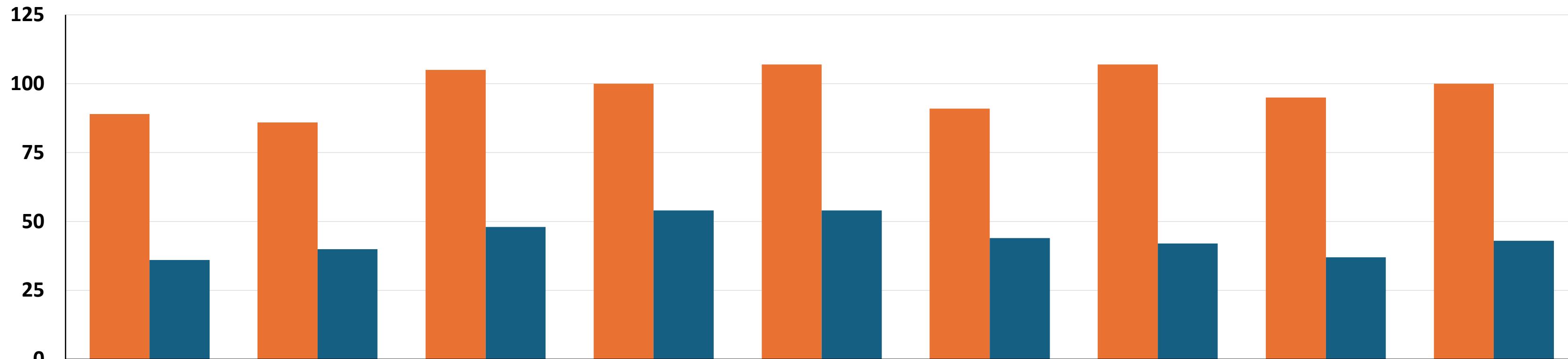
Certain types of health care services must be prospectively reviewed and preauthorized as medically necessary before the service is provided to an injured employee.

Network Utilization Review FY24Q3 - FY26Q3



	FY24Q3	FY24Q4	FY25Q1	FY25Q2	FY25Q3	FY25Q4	FY26Q1	FY26Q2	FY26Q3
Approved	822	656	718	682	700	637	588	527	625
Denied	309	337	285	305	308	300	288	240	256
Savings	$436,417	$468,982	$432,584	$641,579	$527,094	$501,363	$481,975	$437,495	$390,327

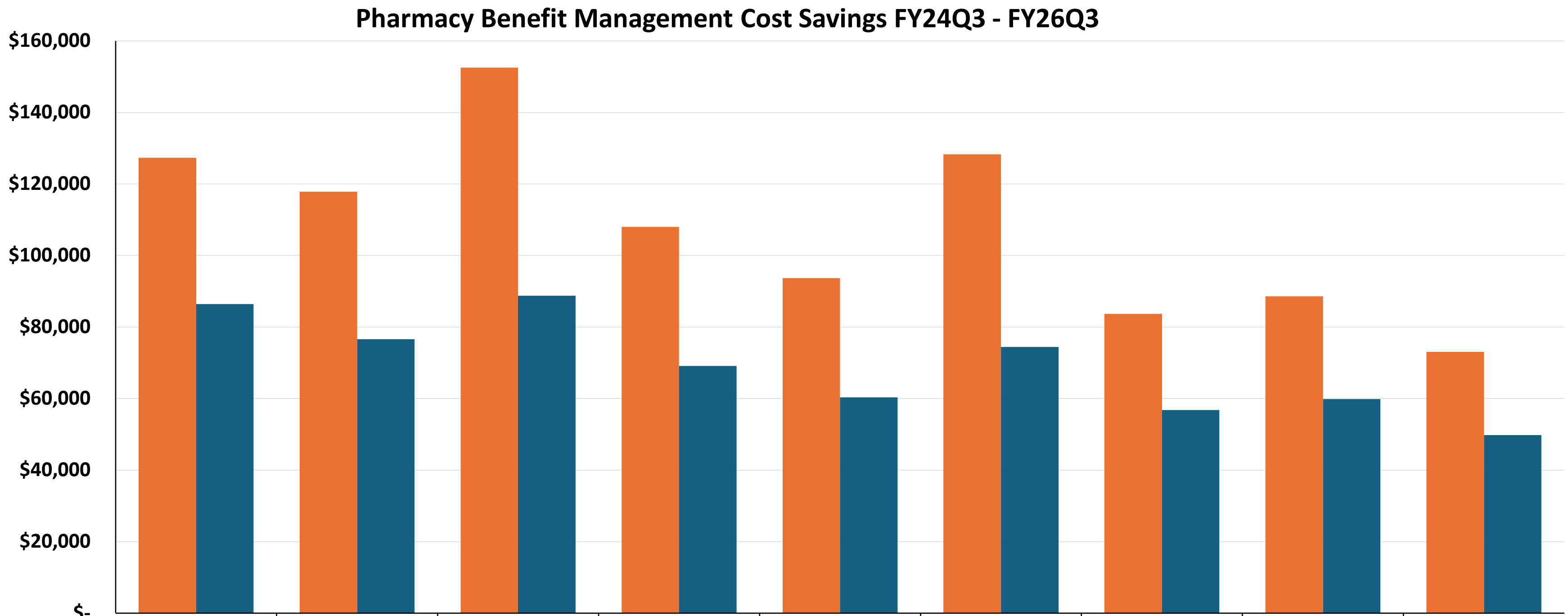
Non-Network Utilization Review FY24Q3 - FY26Q3



	FY24Q3	FY24Q4	FY25Q1	FY25Q2	FY25Q3	FY25Q4	FY26Q1	FY26Q2	FYQ3
Approved	89	86	105	100	107	91	107	95	100
Denied	36	40	48	54	54	44	42	37	43
Savings	$87,023	$70,138	$89,705	$80,959	$78,706	$47,490	$74,304	$57,931	$177,453

III. PHARMACY BENEFIT MANAGEMENT

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



	FY24Q3	FY24Q4	FY25Q1	FY25Q2	FY25Q3	FY25Q4	FY26Q1	FY26Q2	FY26Q3
Fee Schedule	$127,360	$117,831	$152,548	$108,032	$93,690	$128,285	$83,664	$88,585	$73,035
Paid	$86,459	$76,634	$88,801	$69,115	$60,351	$74,432	$56,789	$59,860	$49,785
Total Savings	$40,901	$41,196	$63,746	$39,918	$33,339	$53,853	$26,875	$28,725	$23,250

IV. MEDICAL DISPUTE RESOLUTION FY26Q3

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	12 Non-Network
Medical Necessity Disputes	1 Non-Network

LEGAL MANAGEMENT

I. BENEFIT DISPUTE RESOLUTION FY26Q3

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

A. Dispute proceedings were scheduled in 44 claims this quarter.

BRC Held	BRC Resolved by Agreement	3 Most Common BRC Issues
43	5	Impairment Rating, Maximum Medical Improvement, Extent of Injury
CCH Held	**CCH Resolved by Agreement**	**3 Most Common CCH Issues**
8	0	Impairment Rating, Maximum Medical Improvement, Extent of Injury

II. SPECIAL INVESTIGATIONS

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

	FY26Q1	FY26Q2	FY26Q3	FY26Q4
Reports Received	254	204	237	-
Cases Opened for Investigation	0	1	1	-
Pending Cases	12	12	9	-
Cases Closed	5	2	3	-
Criminal/Administrative Referrals	0	1	0	-

III. RECOVERY SERVICES

When an injured worker'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.

	FY26Q1	FY26Q2	FY26Q3	FY26Q4	YTD
SUBROGATION LIEN RECOVERY	**$412,816**	**$128,474**	**$75,547**	-	**$616,837**
• Claims with a Lien Recovery	16	20	33	-	69
• Lien Recovery $5,000 or Less	10	14	30	-	54
• Lien Recovery $5,001 to $30,000	3	6	3	-	12
• Lien Recovery $30,001 to $100,000	1	0	0	-	1
• Lien Recovery $100,001 and Above	2	0	0	-	2
SIF REIMBURSEMENT	**$0**	**$0**	**$0**	-	**$0**
• Claims with a SIF Reimbursement	0	0	0	-	0
TOTAL	**$412,816**	**$128,474**	**$75,547**	-	**$616,837**

ENTERPRISE RISK

I. STATEWIDE RISK MANAGEMENT PROGRAM

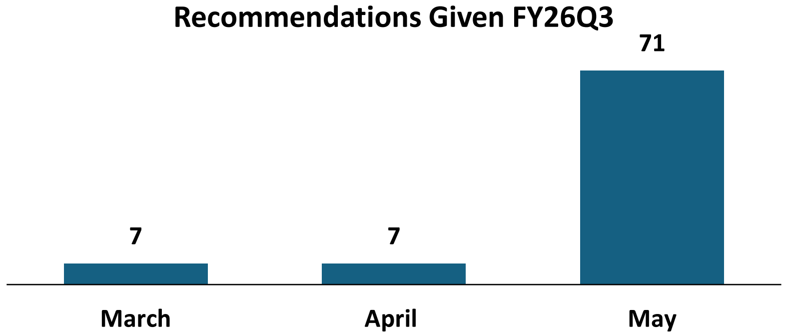
Risk Management continues to work to close the reporting gap since the implementation of RMIS.

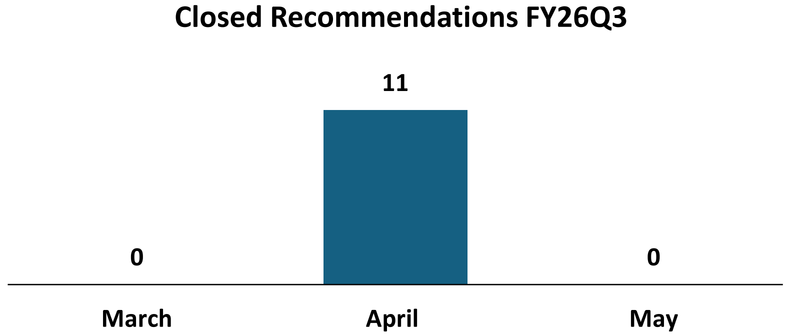
A. The Risk Management team provided the following consultative services during FY26Q1-FY26Q3.

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

CVs	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Total	Percent Complete
Visits	19	22	11	17	19	15	32	14	14	163	**71% of a goal of 229**
Reports	1	10	16	8	18	28	17	6	26	130	**57% of a goal of 229**
RMPRs	**Sept**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Total**	**Percent Complete**
Reviews	0	1	1	2	4	2	1	2	3	16	**64% of a goal of 25**
Reports	0	0	2	0	1	6	0	1	3	13	**52% of a goal of 25**

B. The recommendations below were provided to agencies during CVs and RMPRs in FY26Q3.





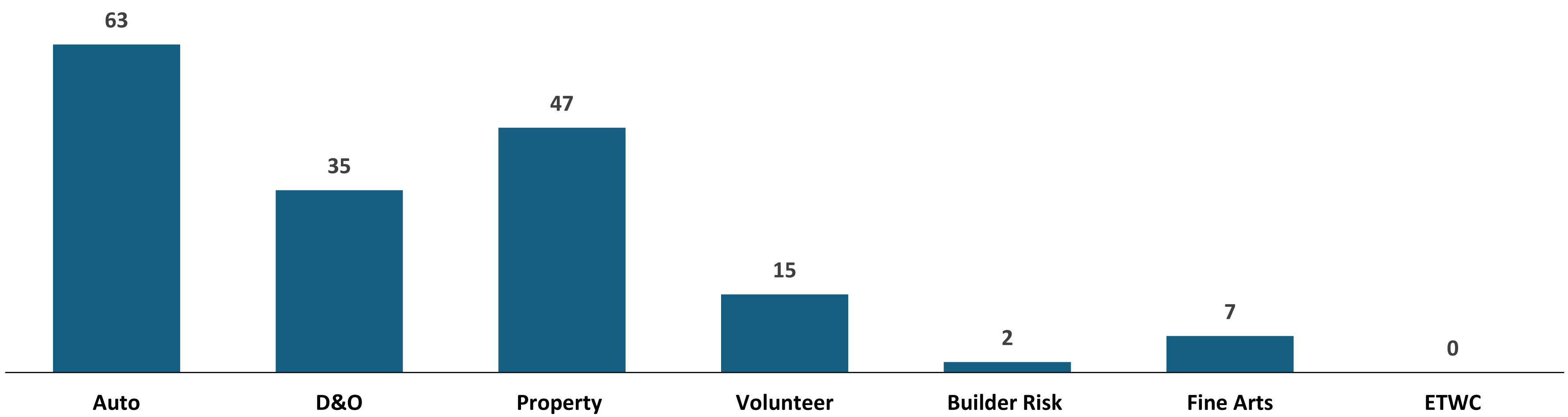
C. Below is the breakdown of the recommendations given during FY26Q3.

Category of Recommendations FY26Q3

Continuity	1
Environmental	4
Insurance	1
Policy	4
Risk Management	12
Safety	73
Training	1

II. STATEWIDE INSURANCE PROGRAM

A. Participants in statewide insurance lines FY26Q3.



B. Insurance Purchase Reviews for FY26Q3.

Line	Number of Policies	Approved	Comments	Premium
Cyber	2	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.	$124,011
General Liability	2	Yes	General Liability insurance is designed to protect an organization against liability claims for bodily injury or property damage that they may be held responsible for.	$217,311
Crime	2	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.	$20,500
Marine P&I	2	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.	$3,416
Non-Profit D&O	1	Yes	Purchase of a Directors and Officers (D&O) Liability policy.	$10,500
TOTAL	**9**			**$375,738**

III. STATEWIDE CONTINUITY PROGRAM

A. The team's primary focus continues to be on state agencies that have not previously submitted a Continuity of Operations Plan.

FY26 Continuity Activity

	FY26Q1	FY26Q2	FY26Q3	FY26Q4
Plans Evaluated	17	13	15	-
Exercises Evaluated	10	9	8	-
Individual Consult	15	14	13	-
Internal SORM Meetings	1	0	0	-

B. The below shows the level of compliance with Continuity Plan submissions.

Continuity Plan Submission Summary

Plan Last Submitted	No Submission	Pre-FY20	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Number of Plans	15	13	2	2	0	6	6	19	55

PERFORMANCE MEASURES

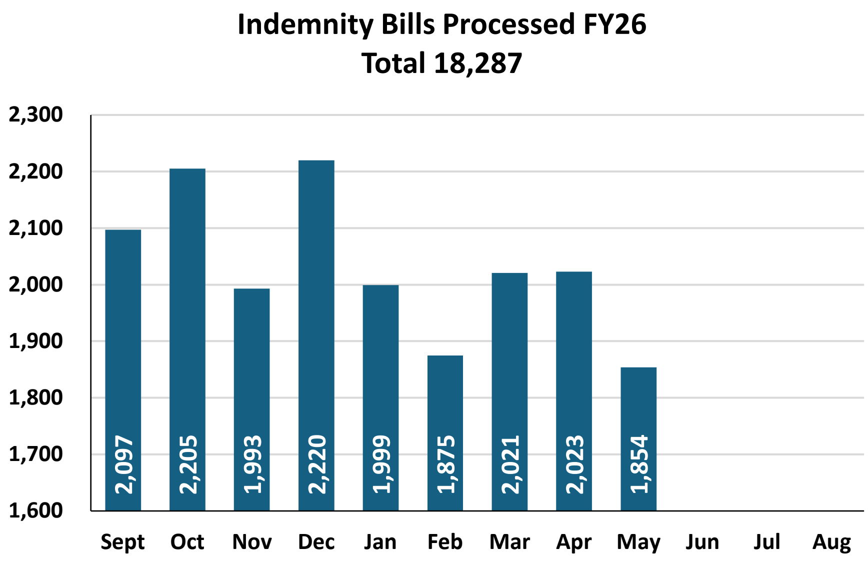
SORM PERFORMANCE MEASURES

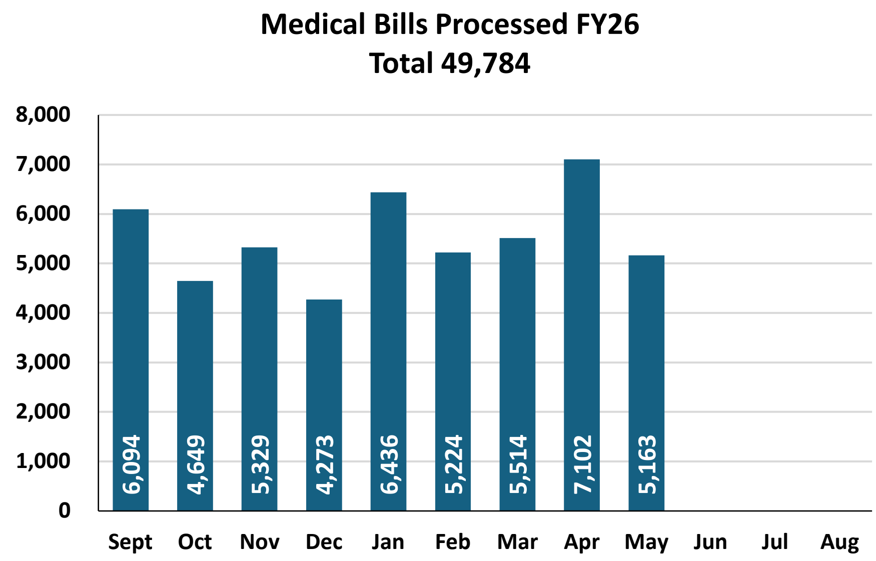
Performance measures provide information to the Legislative Budget Board, Governor, and Legislature on SORM's key processes and activities. The General Appropriations Act establishes performance targets for key performance measures. SORM must report performance data for its key and non-key performance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

Performance Measures	Key Measure	Reporting Frequency	FY26 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 of 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

	FY26Q1	FY26Q2	FY26Q3	FY26Q4
Consultation Visits	27	54	49	-
Risk Management Program Reviews	2	7	4	-


Indemnity Bills Processed FY26
Total 18,287
2,300
2,200
2,100
2,000
1,900
1,800
1,700
1,600
2,097
2,205
1,993
2,220
1,999
1,875
2,021
2,023
1,854
Sept
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug


Medical Bills Processed FY26
Total 49,784
8,000
7,000
6,000
5,000
4,000
3,000
2,000
1,000
0
6,094
4,649
5,329
4,273
6,436
5,224
5,514
7,102
5,163
Sept
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug

5. New business

5.1 Presentation, discussion, and action on the initial Assessment for FY 2027

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.

Lydia Scranton, Chief Financial Officer, will present recommendations for assessment funding pursuant to the General Appropriations Act, Article IX, Section 15.02 (c), and Section 412.0123, Texas Labor Code.

Action Required

Board determination and approval of the initial assessment amount for FY27.

State Office of Risk Management
Recommended FY2027 Assessment Amounts

	FY2027 Initial Assessment Recommended Amount		FY2026 Final Assessment	Difference
Projected Current FY (2027) Claim Payments	45,670,000.00	*	43,000,000.00	2,670,000.00
Previous FY Collected Shortage (Overage)	(1,000,000.00)		(2,966,696.80)	1,966,696.80
Risk Management and Workers' Compensation Administration	12,562,872.00	**	13,160,325.00	(597,453.00)
Required funding for employee benefits	2,770,189.00		2,597,067.00	173,122.00
Previous FY Collected Shortage (Overage)	(400,000.00)		(3,460,443.97)	3,060,443.97
	59,603,061.00		52,330,251.23	7,272,809.77

**** Board Action Items ****

1. Board Action required for approval of the recommended budget of $45,670,000.00 for the workers' compensation budget.

* The recommended amount is the amount stated in the 89th General Appropriations Act for fiscal year 2027.

2. Board Action required for approval of the recommended budget of $12,562,873.00 for the administrative budget.

** Based on the amount stated and approved in the 89th General Appropriations Act for fiscal year 2027.

6. 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.

7. Discussion and possible action on future meeting dates

Information

FY27Q1

Proposed Cancellation (Subject to Board Approval)

FY27Q2

Thursday, April 15th, 2027 or Thursday April 22nd, 2027

FY27Q3

Thursday, July 22nd, 2027 or Tuesday, July 27th, 2027

Action Required

Selection of future meetings dates.

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.

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8. Board of Directors and SORM staff discussion

Information

Matters considered in the discussion may include:

8.1 Topic A - Improving Claim Outcomes

8.2 Topic B – Strengthening Risk Management Across Partner Agencies

8.3 Topic C – Legislative & Regulatory Priorities

Action Required

No official action required.

8. 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.

8.4 Topic D

Recess pursuant to Section 515.089, Government Code, to discuss security assessments or deployments relation to information resources technology, confidential network security information, or the deployment, or specific occasions for implementation, of security personnel, critical infrastructure, or security devices.

8.5 Topic E – Innovation and Technology

Action Required

No official action may be taken.

9. Executive Session (continued) 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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10. Adjourn meeting

The Chair:

1. Calls the meeting adjourned and announces time