

XI. Additional Information

A. Fill in the following chart detailing information on complaints regarding your agency. Do not include complaints received against people or entities you regulate. The chart headings may be changed if needed to better reflect your agency's practices.

The Texas Department of Insurance (TDI) sets high standards for customer service and strives to meet customer expectations. In accordance with the Government Code, Chapter 2114, the agency's customer service standards are outlined in the agency Compact with Texans. TDI's standard is to respond to telephone communications, correspondence, and e-mail as soon as possible, typically responding to customers within the same business day. The processing time for the majority of TDI's complaints is typically 30 days.

TDI has several avenues by which customers may complain about the service they received or the outcome of the complaints they filed against insurers, HMOs, agents, or other entities that TDI regulates.

- The Commissioner's Ombudsman helps the customer get the information requested, uses the complaint process, or brings a customer service issue to the attention of the appropriate manager.
- The Complaints Resolution Director in Consumer Protection may reopen a complaint against a regulated person or complaint if a customer is not satisfied with the resolution of the complaint.
- The Customer Relations representative in TDI's Business Planning & Redesign (BPR) section helps the customer get the information requested, uses the complaint process, or brings a customer service issue to the attention of the appropriate manager. The section also maintains a log of customer relations contacts and complaints about customer service.
- Allegations from a customer or TDI employee of potential fraud, waste, or abuse of TDI resources by TDI employees are reported to the TDI Fraud Unit and referred for possible investigation to the Fraud Prevention Panel consisting of the agency's Chief of Staff, Fraud Unit Director, Internal Audit Director, Agency Ombudsman and Ethics Advisor, and Agency Counsel.

TDI received a total of 13 customer service complaints regarding TDI in 2006. In each instance, TDI staff contacted the complainant, provided the customer with requested information, and explained to the customer the agency processes for complaint and dispute resolution.

B. Fill in the following chart detailing your agency's Historically Underutilized Business (HUB) purchases.

Texas Department of Insurance Exhibit 17: Purchases from HUBs FISCAL YEAR 2004, HUB Purchases				
Category	Total \$ Spent	Total HUB \$ Spent	Percent	Statewide Goal
Heavy Construction	\$0.00	\$0.00		11.9%
Building Construction	\$0.00	\$0.00		26.1%
Special Trade	\$1,012	\$0.00		57.2%
Professional Services	\$165,855	\$0.00		20.0%
Other Services	\$3,860,542	\$1,521,913	39.4%	33.0%
Commodities	\$813,959	\$437,216	53.7%	12.6%
TOTAL	\$4,841,370	\$1,959,129	40.4%	

FISCAL YEAR 2005, HUB Purchases				
Category	Total \$ Spent	Total HUB \$ Spent	Percent	Statewide Goal
Heavy Construction	\$0.00	\$0.00	0.0%	11.9%
Building Construction	\$0.00	\$0.00	0.0%	26.1%
Special Trade	\$2,516.00	\$2,461.00	97.8%	57.2%
Professional Services	\$240,075.00	\$0.00	0.0%	20.0%
Other Services	\$4,084,316.00	\$1,624,070.00	39.7%	33.0%
Commodities	\$1,396,390.00	\$1,053,706.00	75.4%	12.6%
TOTAL	\$5,723,298.00	\$2,680,237.00	46.8%	

FISCAL YEAR 2006, HUB Purchases				
Category	Total \$ Spent	Total HUB \$ Spent	Percent	Statewide Goal
Heavy Construction	\$0.00	\$0.00	0.0%	11.9%
Building Construction	\$0.00	\$0.00	0.0%	26.1%
Special Trade	\$20,390.00	\$2,461.00	12.0%	57.2%
Professional Services	\$271,049.00	\$87,820.00	32.4%	20.0%
Other Services	\$8,499,039.00	\$2,938,051.00	34.5%	33.0%
Commodities	\$1,458,087.00	\$818,742.00	56.1%	12.6%
TOTAL	\$10,248,567.00	\$3,847,074.00	37.5%	

C. Does your agency have a HUB policy? How does your agency address performance shortfalls related to the policy?

The Texas Department of Insurance has a HUB Policy. TDI addresses performance shortfalls related to the HUB policy by continually reviewing the agency's HUB participation. TDI makes a good faith effort to identify and utilize HUB vendors within all procurement processes. In addition, TDI hosts and participates in HUB forums across the state and educates HUBs on how to effectively do business with TDI and the state.

D. For agencies with contracts valued at \$100,000 or more: Does your agency follow a HUB subcontracting plan to solicit bids, proposals, offers, or other applicable expressions of interest for subcontracting opportunities available for contracts of \$100,000 or more? (Tex. Government Code, Sec. 2161.252; TAC 111.14)

Yes.

E. For agencies with biennial appropriations exceeding \$10 million, answer the following HUB questions.

	Response / Agency Contact
1. Do you have a HUB coordinator? (Tex. Government Code, Sec. 2161.062; TAC 111.126)	Yes. Regina B. Durden (512) 475-1782
2. Has your agency designed a program of HUB forums in which businesses are invited to deliver presentations that demonstrate their capability to do business with your agency? (Tex. Government Code, Sec. 2161.066; TAC 111.127)	Yes. Each year the agency sponsors HUB forums allowing minority and women-owned businesses to meet agency staff and learn about TDI's procurement opportunities.
3. Has your agency developed a mentor-protégé program to foster long-term relationships between prime contractors and HUBs and to increase the ability of HUBs to contract with the state or to receive subcontracts under a state contract? (Tex. Government Code, Sec. 2161.065; TAC 111.128)	Yes.

F. Fill in the chart below detailing your agency's Equal Employment Opportunity (EEO) statistics.

Texas Department of Insurance							
Exhibit 18: Equal Employment Opportunity Statistics							
FISCAL YEAR 2004							
Job Category	Total Positions	Minority Workforce Percentages					
		Black		Hispanic		Female	
		Agency	Civilian Labor Force	Agency	Civilian Labor Force	Agency	Civilian Labor Force
Officials/Administration	108	13.9%	7%	13.9%	11%	43.5%	31%
Professional	598	10.4%	9%	20.1%	10%	54.7%	47%
Technical	61	11.3%	14%	12.9%	18%	32.8%	39%
Protective Services	0	0.0%	18%	0.0%	21%	0.00%	21%
Para-Professionals	117	15.3%	18%	37.3%	31%	93.2%	56%
Administrative Support	18	22.2%	19%	44.4%	27%	61.1%	80%
Skilled Craft	2	0.0%	10%	100.0%	28%	50.0%	10%
Service/Maintenance	2	0.0%	18%	50.0%	44%	0.0%	26%
FISCAL YEAR 2005							
Job Category	Total Positions	Minority Workforce Percentages					
		Black		Hispanic		Female	
		Agency	Civilian Labor Force	Agency	Civilian Labor Force	Agency	Civilian Labor Force
Officials/Administration	101	13.9%	7%	14.9%	11%	43.6%	31%
Professional	591	10.7%	9%	20.3%	10%	55.2%	47%
Technical	46	13.0%	14%	13.0%	18%	30.4%	39%
Protective Services	0	0.0%	18%	0.0%	21%	0	21%
Para-Professionals	110	17.3%	18%	34.5%	31%	91.8%	56%
Administrative Support	14	14.3%	19%	50.0%	27%	64.3%	80%
Skilled Craft	2	0.0%	10%	100.0%	28%	50.0%	10%
Service/Maintenance	1	0.0%	18%	0.0%	44%	0.0%	26%

FISCAL YEAR 2006							
Job Category	Total Positions	Minority Workforce Percentages					
		Black		Hispanic		Female	
		Agency	Civilian Labor Force	Agency	Civilian Labor Force	Agency	Civilian Labor Force
Officials/Administration	138	13.0%	7%	13.0%	11%	50.0%	31%
Professional	959	11.7%	9%	22.8%	10%	58.8%	47%
Technical	101	10.9%	14%	22.8%	18%	35.6%	39%
Protective Services	0	0	18%	0	21%	0.0%	21%
Para-Professionals	271	17.0%	18%	45.4%	31%	90.0%	56%
Administrative Support	163	20.9%	19%	50.3%	27%	90.2%	80%
Skilled Craft	2	0.0%	10%	100.0%	28%	50.0%	10%
Service/Maintenance	4	0.0%	18%	75.0%	44%	0.0%	26%

G. Does your agency have an equal employment opportunity policy? How does your agency address performance shortfalls related to the policy?

TDI's equal employment opportunity policy is in the Employee Rights section of TDI's Personnel Manual.

TDI has a Recruitment Plan in place but is always looking for new recruitment avenues. The current Recruitment Plan was reviewed and approved by the Civil Rights Division (CRD) of the Texas Workforce Commission in the CRD's compliance audit of TDI's personnel policies and procedures in 2006.

TDI analyzes equal employment opportunity statistics on a monthly basis. In addition to comparisons with the civilian workforce, TDI compares its workforce statistics to the state agency workforce as well. TDI reviews recruitment efforts in order to advertise to those groups in which there are deficiencies with civilian or state agency workforces.

In July 2007, Human Resources asked the employee cultural committees at TDI to assist in recruitment efforts by providing representatives to work with HR to review its current recruitment strategies and identifying new recruitment strategies.

As part of the business planning process, TDI is requiring program areas to provide recruitment resources in order to have information readily available should the need to recruit for a particular job series or program area become necessary to fill vacant positions.