

No. **2026-9958**

**Official Order
of the
Texas Commissioner of Workers' Compensation**

Date: 6/4/2026

Subject Considered:

Civitas Senior Healthcare, LLC
d/b/a Civitas Senior Living
930 West 1st Street, Suite 300
Fort Worth, Texas 76102-2728

Consent Order
DWC Enforcement File No. 38291

General remarks and official action taken:

This is a consent order with Civitas Senior Healthcare, LLC d/b/a Civitas Senior Living (Respondent). The commissioner of the Texas Department of Insurance, Division of Workers' Compensation (DWC) considers whether DWC should take disciplinary action against Respondent.

Waiver

Respondent acknowledges that the Texas Labor Code and other applicable laws provide certain rights. Respondent waives all of these rights, and any other procedural rights that apply, in consideration of the entry of this consent order.

Findings of Fact

1. Respondent is a private employer operating in the State of Texas and participating in the Texas workers' compensation system.
2. Respondent was not selected to be tiered in any Performance Based Oversight (PBO) assessments.

Failure to Timely Submit an Employer's Wage Statement and Timely Comply with a DWC Order to Produce Documents

3. On Aug. 26, 2025, DWC requested a *DWC Form-003, Employer's Wage Statement* (DWC-3), from Respondent via email.
4. Respondent was required to file a DWC-3 with DWC within seven days of receiving the request from DWC, which in this case was Sept. 2, 2025.
5. On Sept. 2, 2025, DWC sent Respondent a second request for a DWC-3 via first class mail. The request was deemed received by Respondent on Sept. 8, 2025.
6. On Oct. 3, 2025, DWC ordered Respondent to produce a complete DWC-3.
7. On Oct. 6, 2025, Respondent received the Order to Produce the DWC-3 via certified mail. Respondent was required to produce the DWC-3 by Oct. 10, 2025.
8. On Oct. 9, 2025, Respondent filed an incomplete DWC-3 with DWC.
9. On Dec. 3, 2025, Respondent produced a complete DWC-3. Respondent filed the complete DWC-3 with DWC 92 days late and complied with the Order to Produce 54 days late.

Assessment of Sanction

1. Failure to provide complete and accurate wage statements can negatively impact the delivery of income benefits to injured employees and is harmful to the Texas workers' compensation system.
2. Timely complying with DWC orders to produce required information is imperative to DWC's ability to implement and enforce the Texas Workers' Compensation Act, and to minimizing disputes and resolving them promptly and fairly.
3. In assessing the sanction for this case, DWC fully considered the following factors in Tex. Lab. Code § 415.021(c) and 28 Tex. Admin. Code § 180.26(e):
 - the seriousness of the violation, including the nature, circumstances, consequences, extent, and gravity of the prohibited act;
 - the history and extent of previous administrative violations;

- the violator's demonstration of good faith, including actions it took to rectify the consequences of the prohibited act;
 - the penalty necessary to deter future violations;
 - whether the administrative violation had a negative impact on the delivery of benefits to an injured employee;
 - the history of compliance with electronic data interchange requirements;
 - the economic benefit resulting from the prohibited act; and
 - other matters that justice may require, including, but not limited to:
 - PBO assessments;
 - prompt and earnest actions to prevent future violations;
 - self-report of the violation;
 - the size of the company or practice;
 - the effect of a sanction on the availability of health care; and
 - evidence of heightened awareness of the legal duty to comply with the Texas Workers' Compensation Act and DWC rules.
4. DWC found the following factors in Tex. Lab. Code § 415.021(c) and 28 Tex. Admin. Code § 180.26(e) to be aggravating:
- a. the violations are serious, involving non-compliance with a DWC order to produce documents, which is a priority violation under Tex. Lab. Code § 402.0235. Additionally, the wage information was submitted 92 days late and caused the insurance carrier to estimate wages to determine the employee's average weekly wage, which affected the employee's benefit amount;
 - b. Respondent has a recent prior warning letter for failure to timely submit an employer's wage statement and failure to timely comply with a DWC order to produce documents in Enforcement File Nos. 35010 & 35011;
 - c. a penalty is necessary to deter future violations;
 - d. the violation negatively impacted the delivery of income benefits to an injured employee; and
 - e. Respondent employs over 2,200 people, operates facilities in four different states—28 facilities in Texas—and has recent disciplinary actions involving similar conduct. Thus, Respondent has a heightened awareness of the legal duty to comply with the Texas Workers' Compensation Act and DWC rules.
5. DWC considered Respondent's good faith attempt to timely comply with the Order to Produce the DWC-3 as a mitigating factor pursuant to Tex. Lab. Code § 415.021(c) and 28 Tex. Admin. Code § 180.26(e).

6. Respondent acknowledges communicating with DWC about the relevant statute and rule violations alleged; that the facts establish that the administrative violation(s) occurred; and that the proposed sanction is appropriate, including the factors DWC considered under Tex. Lab. Code § 415.021(c) and 28 Tex. Admin. Code § 180.26(e).
7. Respondent acknowledges that, in assessing the sanction, DWC considered the factors in Tex. Lab. Code § 415.021(c) and 28 Tex. Admin. Code § 180.26(e).

Conclusions of Law

1. The commissioner has jurisdiction over this matter pursuant to Tex. Lab. Code §§ 402.001, 402.00114, 402.00116, and 402.00128.
2. The commissioner has the authority to dispose of this case informally pursuant to Tex. Gov't Code § 2001.056, Tex. Lab. Code §§ 401.021 and 402.00128(b)(6)-(7), and 28 Tex. Admin. Code § 180.26(h) and (i).
3. Respondent has knowingly and voluntarily waived all procedural rights to which it may have been entitled regarding the entry of this order, including, but not limited to, issuance and service of notice of intent to institute disciplinary action, notice of hearing, a public hearing, a proposal for decision, a rehearing by the commissioner, and judicial review.
4. Pursuant to Tex. Lab. Code § 401.011(18), "Employer" means, unless otherwise specified, a person who makes a contract of hire, employs one or more employees, and has workers' compensation insurance coverage. The term includes a governmental entity that self-insures, either individually or collectively.
5. Pursuant to Tex. Lab. Code § 415.021(a), a person regulated by DWC under this title commits an administrative violation if they violate the Texas Workers' Compensation Act, a DWC rule, or a commissioner's order or decision.
6. Pursuant to 28 Tex. Admin. Code § 102.5(d), for purposes of determining the date of receipt for written communications sent by DWC, which require the recipient to perform an action by a specific date after receipt unless the great weight of evidence indicates otherwise, DWC will deem the received date to be the earliest

of: five days after the date mailed through United States Postal Service regular mail or the date electronically transmitted.

Failure to Timely Submit an Employer's Wage Statement

7. Pursuant to 28 Tex. Admin. Code § 120.4(a), the employer is required to timely file a complete wage statement in the form and manner prescribed by DWC.
8. Pursuant to 28 Tex. Admin. Code § 120.4(a)(3), the wage statement shall be filed with DWC within seven days of receiving a request from DWC.
9. Respondent violated Tex. Lab. Code Tex. Lab. Code § 415.021(a) and 28 Tex. Admin. Code § 120.4(a) by failing to timely file a complete DWC-3 in the form and manner required by DWC.

Failure to Timely Comply with a DWC Order to Produce Documents

10. Pursuant to 28 Tex. Admin. Code § 102.9, DWC requires those subject to the Texas Workers' Compensation Act to provide information as necessary. DWC may follow up on a request for information by issuing an order to produce information.
11. Respondent violated Tex. Lab. Code § 415.021(a) and 28 Tex. Admin. Code § 102.9 by failing to comply with a DWC order to produce documents.

Order

It is ordered that Civitas Senior Healthcare, LLC d/b/a Civitas Senior Living must pay an administrative penalty of \$1,300 within 30 days from the date the Commissioner signs the order.

After receiving an invoice from DWC, Civitas Senior Healthcare, LLC d/b/a Civitas Senior Living must pay the administrative penalty either: (1) by electronic transfer using the State Invoice Payment Service; OR (2) by company check, cashier's check, or money order.

To ensure proper check or money order processing:

- Make the check payable to "Texas Division of Workers' Compensation";
- Enclose a copy of the attached invoice with the check or money order; and
- Mail the check or money order to the Texas Department of Insurance, Attn: DWC Enforcement Section, MC AO-9999, PO Box 12030, Austin, Texas 78711-2030.



Jeff Nelson
Commissioner
TDI, Division of Workers' Compensation

Approved Form and Content:



Alberto Garcia
Staff Attorney, Enforcement
Compliance and Investigations
TDI, Division of Workers' Compensation

Unsworn Declaration

STATE OF Texas §
COUNTY OF Tarrant §

Pursuant to the Tex. Civ. Prac. and Rem. Code § 132.001(a), (b), and (d), my name is Anthony Onisbee-Hale I hold the position of Chief People Officer and am the authorized representative of Civitas Senior Healthcare, LLC d/b/a Civitas Senior Living. My business address is:

930 West 1st Street, Ste 305, Fort Worth, Tarrant, TX, 76102
(Street) (City) (County) (State) (ZIP Code)

I am executing this declaration as part of my assigned duties and responsibilities. I declare under penalty of perjury that the facts stated in this document are true and correct.

Anthony Onisbee-Hale
Declarant

Executed on May 15, 2026.