

Part 1 – Agency Profile

Agency Overview

The Idaho Industrial Commission administers the Idaho Workers' Compensation Law (Title 72, Idaho Code). The Industrial Commission is statutorily required to resolve disputed workers' compensation cases, serve as an appeals court for the Idaho Department of Labor's unemployment claims, maintain files on all Idaho workers' compensation claims, ensure that all employers subject to Title 72 are insured, provide vocational rehabilitation services to injured workers, and administer the Idaho Crime Victims Compensation Program.

The Commission is governed by three Commissioners appointed by the governor. One Commissioner must be an Idaho licensed attorney, one must represent employers and one must represent workers. The Commissioners are assisted in administering day-to-day activities by a director who serves at a level between the Commissioners and staff to coordinate the activities of the four functional divisions of the agency: Adjudication, Compensation, Rehabilitation and Crime Victims.

The Industrial Commission employs approximately 138 employees statewide. The main office is in Boise and there are eleven additional field offices throughout the state. The field offices are comprised of Rehabilitation Division and Employer Compliance staff. Administrative hearings and mediations are also held in these offices.

Core Functions/Idaho Code

Adjudication Division – promotes the timely processing and resolution of disputed workers' compensation claims and medical fee disputes; provides an alternative method of resolving disputes through mediation; provides judicial review of unemployment insurance appeals from the Idaho Department of Labor; and hears appeals from determinations made by the Crime Victims Compensation Program. (Title 72, Chapters 1-13, Idaho Code)

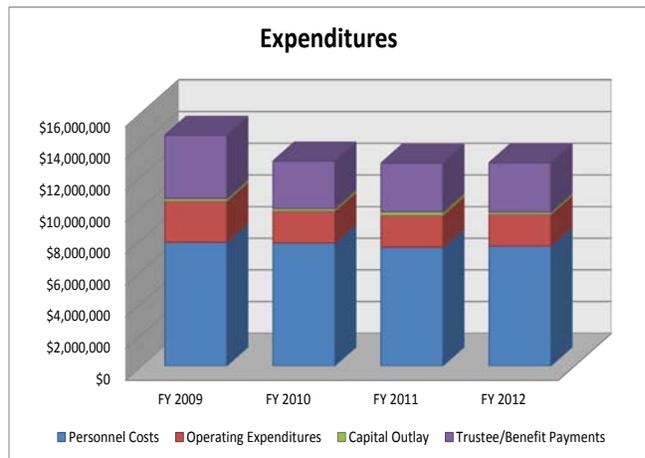
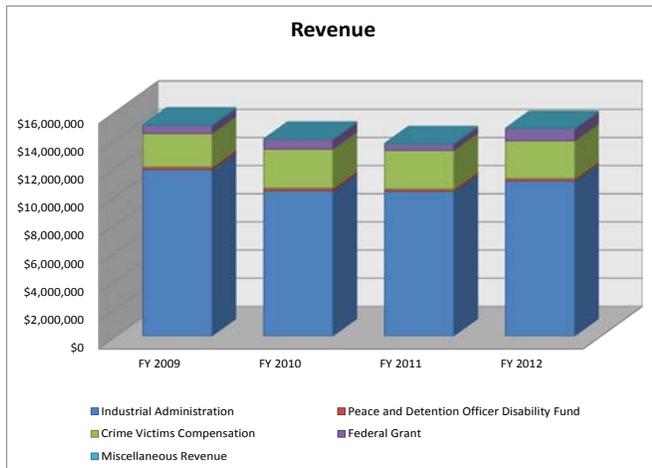
Compensation Division – evaluates insurance carriers requesting to write workers' compensation insurance and employers requesting to become self-insured; endeavors to ensure that adequate securities are on deposit with the State Treasurer's Office to cover outstanding awards; enforces the insurance requirements of the Idaho Workers' Compensation Law; ensures that workers' compensation benefits are paid properly and timely; and resolves emergent issues between claimants and sureties on non-litigated claims. (Title 72, Chapters 1-8, Idaho Code)

Rehabilitation Division – assists injured workers in maximizing their medical recovery while facilitating an early return to employment, which is as close to the worker's pre-injury wage and status that can be obtained. (Title 72, Chapter 5, Idaho Code)

Crime Victims Compensation Program – provides financial assistance to victims of crime for medical expenses, funeral costs, and lost wages that are incurred as a result of criminally injurious conduct. The program also pays for sexual assault forensic examinations. (Title 72, Chapter 10, Idaho Code)

Revenue and Expenditures

Revenue	FY 2009	FY 2010	FY 2011	FY 2012
Industrial Administration	\$11,836,200	\$10,335,600	\$10,291,900	\$11,033,159
Peace and Detention Officer Disability Fund	\$185,200	\$184,800	\$165,100	\$164,807
Crime Victims Compensation	\$2,371,300	\$2,768,100	\$2,737,600	\$2,675,910
Federal Grant	\$586,200	\$688,000	\$461,700	\$861,543
Miscellaneous Revenue	<u>\$42,200</u>	<u>\$33,400</u>	<u>\$40,300</u>	<u>\$44,521</u>
Total	\$15,021,100	\$14,009,900	\$13,696,600	\$14,779,939
Expenditure	FY 2009	FY 2010	FY 2011	FY 2012
Personnel Costs	\$7,822,700	\$7,774,200	\$7,506,400	\$7,582,450
Operating Expenditures	\$2,594,600	\$2,018,700	\$2,018,500	\$2,000,641
Capital Outlay	\$174,900	\$162,200	\$217,500	\$151,447
Trustee/Benefit Payments	<u>\$3,987,300</u>	<u>\$2,994,000</u>	<u>\$3,076,800</u>	<u>\$3,106,653</u>
Total	\$14,579,500	\$12,949,100	\$12,819,200	\$12,841,191



Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2009	FY 2010	FY 2011	FY 2012
ADJUDICATION				
• Workers' Compensation Complaints Filed	1,078	1,005	931	946
• Workers' Compensation Hearings Held	100	100	116	95
• Mediations Held	911	610	653	773
• Claims Successfully Mediated	877	593	609	750
• Unemployment Decisions Issued (Includes Reconsiderations)	887	1,142	1,083	1,022
COMPENSATION				
• Workers' Compensation Claims Filed	36,211	31,704	31,756	31,588
o Medical Only	33,027	28,728	28,578	28,451
o Time-Loss	3,164	2,959	3,148	3,106
o Fatalities	20	17	30	31
• Cases Referred to Investigator	7,207	6,727	6,221	6,346
• Cases Brought Into Compliance	2,090	1,729	1,646	1,933
REHABILITATION				
• Workers Rehabilitated, Returned to Work as a Result of Division Services	1,377	1,239	1,268	1,290
CRIME VICTIMS COMPENSATION				
• Crime Victims Claims Filed	2,393	2,330	2,414	2,693
• Decisions Made	2,162	1,945	2,105	1,104
o Awards	1,562	1,390	1,467	764
o Denials	600	555	638	340
• Crime Victims Compensation Paid	\$3,190,350	\$2,175,278	\$2,084,756	\$2,152,243

Performance Highlights

- The Commission proposed and the legislature adopted comprehensive rules governing security for compensation for Self-Insured Employers. Changes included expanding the qualification requirements, providing more flexibility relating to security deposits, and providing improved accountability through the implementation of a new Self-Insured Employer Liability reporting form, while reducing reporting frequency.
- All agency departments focused outreach efforts on educating employers, medical providers, attorneys, and other constituents on the requirements of workers' compensation insurance in FY 2012. Highlights of these efforts include:
 - The Benefits Administration Department met with Compliance Officers at ten of the larger surety and Claims Administrators main offices to continue to establish good working relationships and provide guidance on frequently overlooked adjusting requirements.

- b. Five Certified Idaho Workers' Compensation Specialist programs were held in Boise, Coeur d'Alene, and Idaho Falls with 87 new certifications earned and 38 recertifications issued.
 - c. Claims and Benefits personnel provided training on claims adjusting expectations to over twenty claims examiners and their corporate counsel at the request of the Claim Administrator's National Compliance Officer.
 - d. Participated in a number of business fairs and presentations to insurance agents, accountants and new business owners at various locations around the state.
 - e. The Rehabilitation Division focused on building cooperative working relationships with employers and medical providers. This has promoted early referrals and services intended to preserve employer/employee relationships. Employer referrals increased from 8.68% to 11.97% which also resulted in obtaining more information regarding labor market data, learning of new potential employment sites, and securing transitional work plans. In FY2012 5.4% of our referrals came from medical providers.
3. Benefits Administration staff advised claims Administrators of \$245,000 of suspected underpayments on non-LSS closed claims and obtained payment of \$184,000 to injured workers.
4. Over 12,000 employees were provided coverage under workers' compensation law as a result of communication from the Employer Compliance Department.
5. Compliance staff reviewed and processed over 10,000 employer wage records from the Department of Labor and identified a significant number of non-compliant employers.
6. During the recent economic downturn the Rehabilitation Division assisted in the rehabilitation of 1,290 injured workers. Those individuals returned to 92% of their original wage. Determination of eligibility was completed in an average of seven days.
7. The Crime Victims Compensation Program successfully developed and implemented a monthly billing system to assist in collecting unpaid restitution from offenders ordered by the court to pay restitution as part of their sentence. The billing system will generate bi-monthly statements regarding any outstanding debt, to offenders and their probation/parole officers, to assist offenders in meeting their court ordered responsibilities.
8. The Crime Victims Compensation Program successfully managed 60% department turnover. Key management staff took on additional caseloads which minimized backlogs hired and trained new staff. Positive leadership throughout this transition helped employees view the change in personnel as a positive opportunity.
9. Efforts to contain rising medical costs and increase funding opportunities from convicted offenders have helped the Crime Victims Compensation Fund to continue to grow, reaching \$1,876,081 at the end of FY 2012. This represents a 212% increase in the fund since FY 2009.

Part II – Performance Measures

Performance Measure	FY 2009	FY 2010	FY 2011	FY 2012	Benchmark
1. Issue workers' compensation decisions within an average of 90 days from date of final submission.	67	82	88	103	< 90 day average
2. Successfully resolve 90% of mediated workers' compensation cases.	96.2%	97.2%	93.3%	97.0%	90% resolved
3. Average age of pending unemployment appeals at less than 40 days.	34	36	34	33	< 40 day average
4. Percentage of rehabilitation cases returned to pre-injury employment/wage.	69.6%	79.5%	81%	76%	60%
5. Percentage of rehabilitated workers maintaining at least ninety percent (90%) of their pre-injury status and wage.	89.1%	90.9%	90.85%	92.2%	90%
6. Number of employers who obtained insurance as a result of Employer Compliance investigation.	2,090	1,729	1,646	1,933	2,000
7. Determine eligibility of CV applications within 30 days of receipt of required documentation.	5	17	20	53	<30 days
8. Pay eligible victims claims within 120 days of the date the application was received.	110	111	117	201	<120 days
9. Maintain a benefit utilization rate of 72% on crime victims' cases.	69%	67%	67%	62%	72%

For More Information Contact

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