

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)

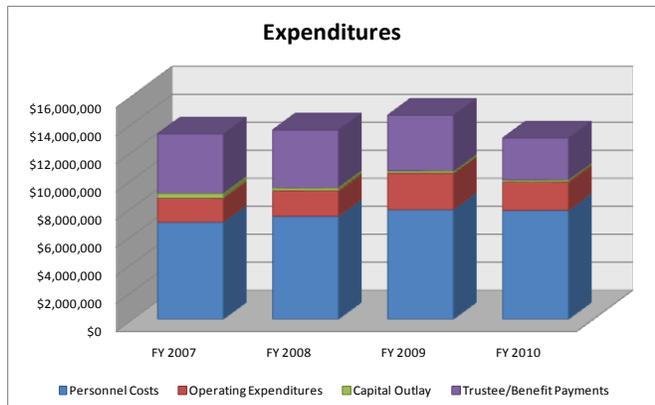
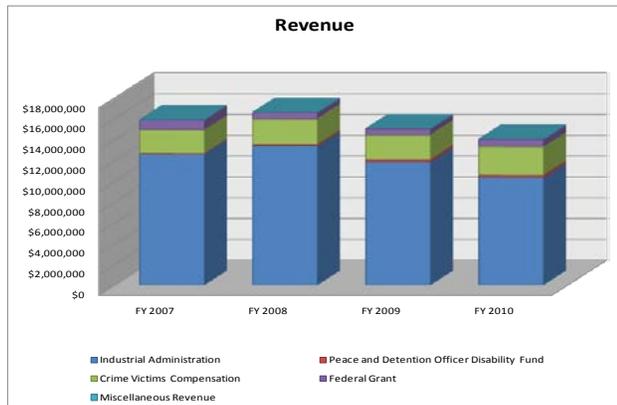
Compensation Division – evaluates insurance carriers requesting to write workers' compensation insurance and employers requesting to become self-insured; endeavors to ensure that adequate securities are on deposit with the State Treasurer's Office to cover outstanding awards; enforces the insurance requirements 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 2007	FY 2008	FY 2009	FY 2010
Industrial Administration	\$12,602,700	\$13,370,800	\$11,836,200	\$10,335,600
Peace and Detention Officer Disability Fund	N/A	\$109,200	\$185,200	\$184,800
Crime Victims Compensation	\$2,312,800	\$2,455,000	\$2,371,300	\$2,768,100
Federal Grant	\$923,200	\$623,000	\$586,200	\$688,000
Miscellaneous Revenue	\$32,600	\$32,100	\$42,200	\$33,400
Total	\$15,871,300	\$16,590,100	\$15,021,100	\$14,009,900
Expenditure	FY 2007	FY 2008	FY 2009	FY 2010
Personnel Costs	\$6,925,400	\$7,354,700	\$7,822,700	\$7,774,200
Operating Expenditures	\$1,694,200	\$1,815,400	\$2,594,600	\$2,018,700
Capital Outlay	\$352,300	\$211,500	\$174,900	\$162,200
Trustee/Benefit Payments	\$4,263,700	\$4,142,800	\$3,987,300	\$2,994,000
Total	\$15,935,600	\$13,524,400	\$14,579,500	\$12,949,100



Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2007	FY 2008	FY 2009	FY 2010
ADJUDICATION				
• Workers' Compensation Complaints Filed	995	1,175	1,078	1,005
• Workers' Compensation Hearings Held	117	102	100	100
• Mediations Held	442	645	911	610
• Claims Successfully Mediated	811	719	877	593
• Unemployment Decisions Issued (Includes Reconsiderations)	472	470	887	1,142
COMPENSATION				
• Workers' Compensation Claims Filed	44,322	42,457	36,211	31,704
o Medical Only	37,414	38,410	33,027	28,728
o Time-Loss	6,872	4,024	3,164	2,959
o Fatalities	36	23	20	17
• Cases Referred to Investigator	7,711	9,053	7,207	6,727
• Cases Brought Into Compliance	2,233	2,630	2,090	1,729
REHABILITATION				
• Workers Rehabilitated, Returned to Work as a Result of Division Services	1,617	1,478	1,377	1,239
CRIME VICTIMS COMPENSATION				
• Crime Victims Claims Filed	2,420	2,405	2,393	2,330
• Decisions Made	2,321	2,208	2,162	1,945
o Awards	1,697	1,636	1,562	1,390
o Denials	623	572	600	555
• Crime Victims Compensation Paid	\$3,183,800	\$3,183,997	\$3,190,350	\$2,175,278

Performance Highlights

1. All agency departments focused outreach efforts on educating employers, medical providers, attorneys, and other constituents on the requirements of workers compensation insurance in FY 2010. Highlights of these efforts include:
 - a. Benefits Administration staff established positive relationships with out-of-state carriers to re-emphasize the necessity of allowing in-state adjusters full decision-making authority for claims adjusting.
 - b. Four Certified Idaho Workers' Compensation Specialist programs were held across the state which certified 54 new workers' compensation specialists and re-certified 33.
 - c. 33 presentations for 252 medical providers were held across the state to educate them on Idaho's workers' compensation system and facilitate stronger communication between all parties.
 - d. Employer Compliance and the Rehabilitation Division participated in several business fairs around the state.
 - e. Employer Compliance revised the majority of their outgoing correspondence to reflect simplified language and a friendlier tone.

2. The Adjudication Division issued a record number of 1,142 unemployment decisions in FY 2010, an increase of 29% over FY 2009, the prior record, all while maintaining an average age of pending cases of only 34 days.
3. During the economic downturn, the Rehabilitation Division maintained a 79.5% return of injured workers to their pre-injury employers. Those successfully rehabilitated maintained 91% of their pre-injury wage.
4. Of the claims mediated in FY 2010, over 97% were successfully mediated.
5. Over 11,000 employees were provided coverage under workers' compensation law as a result of communication from the Employer Compliance Department.
6. The Commission implemented a credit card payment option through Access Idaho which allows streamlined payment options for the public.
7. 145,120 proof of coverage transactions were received during the fiscal year and only 5% required manual processing by an Employer Compliance staff member.
8. Over 30,000 users accessed the coverage verification service on the Commission's website and conducted over 100,000 searches for employers' workers' compensation insurance coverage.
9. The Crime Victims Compensation Program successfully brought about legislation to implement a medical fee schedule for benefits paid on behalf of crime victims. The new fee schedule is consistent with fair market value and other government and private benefits while providing necessary cost containment measures for medical services paid by the program. In addition, the legislation also included a provision that prohibits billing patients for the outstanding balance of the medical services that are paid by the program.
10. Since the second recovery officer in the Crime Victims Compensation Program was hired in FY 2009, recovery from restitution, subrogation, and refunds has increased 26%.

Part II – Performance Measures

Performance Measure	FY 2007	FY 2008	FY 2009	FY 2010	Benchmark
1. Issue workers' compensation decisions within an average of 90 days from date of final submission.	66	88	67	82	< 90 day average
2. Successfully resolve 90% of mediated workers' compensation cases.	95.2%	95.6%	96.2%	97.2%	90% resolved
3. Average age of pending unemployment appeals at less than 40 days.	N/A	29	34	36	< 40 day average
4. Percentage of rehabilitation cases returned to pre-injury employment/wage.	62%	67.9%	69.6%	79.5%	60%
5. Percentage of rehabilitated workers maintaining at least ninety percent (90%) of their pre-injury status and wage.	88.1%	88.6%	89.1%	90.9%	90%
6. Number of employers who obtained insurance as a result of Employer Compliance investigation.	2,233	2,630	2,090	1,729	2,000
7. Assist and train industry to reduce benefits overpayments reported on Summaries of Payments.	\$203,579	\$165,549	\$153,988	\$271,958	\$283,000
8. Determine eligibility of CV applications within 30 days of receipt of required documentation.	23	8	5	17	<30 days
9. Pay eligible victims claims within 120 days of the date the application was received.	135	130	110	111	<120 days
10. Maintain a benefit utilization rate of 72% on crime victims' cases.	75%	73%	69%	67%	72%

For More Information Contact

Mindy Montgomery, Director
Idaho Industrial Commission
700 South Clearwater Lane
Boise, ID 83712
Phone: (208) 334-6000
E-mail: mmontgomery@iic.idaho.gov