

Part I – 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 2010	FY 2011	FY 2012	FY 2013
Industrial Administration	\$10,335,600	\$10,291,900	\$11,033,159	\$9,350,034
Peace and Detention Officer Disability Fund	\$184,800	\$165,100	\$164,807	\$158,164
Crime Victims Compensation	\$2,768,100	\$2,737,600	\$2,675,910	\$2,636,578
Federal Grant	\$688,000	\$461,700	\$861,543	\$1,012,257
Miscellaneous Revenue	\$33,400	\$40,300	\$44,521	\$37,269
Total	\$14,009,900	\$13,696,600	\$14,779,939	\$13,194,303
Expenditure	FY 2010	FY 2011	FY 2012	FY 2013
Personnel Costs	\$ 7,774,200	\$ 7,506,400	\$7,582,450	\$8,366,380
Operating Expenditures	\$ 2,018,700	\$ 2,018,500	\$2,000,641	\$2,066,617
Capital Outlay	\$ 162,200	\$ 217,500	\$151,447	\$119,416
Trustee/Benefit Payments	\$ 2,994,000	\$ 3,076,800	\$3,106,653	\$4,083,138
Total	\$12,949,100	\$12,819,200	\$12,841,191	\$14,635,551

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2010	FY 2011	FY 2012	FY 2013
ADJUDICATION				
• Workers' Compensation Complaints Filed	1,005	931	946	946
• Workers' Compensation Hearings Held	100	116	95	80
• Mediations Held	610	653	773	735
• Claims Successfully Mediated	593	609	750	708
• Unemployment Decisions Issued (Includes Reconsiderations)	1,142	1,083	1,022	801
COMPENSATION				
• Workers' Compensation Claims Filed	31,704	31,756	31,588	33,027
o Medical Only	28,728	28,578	28,451	29,701
o Time-Loss	2,959	3,148	3,106	3,306
o Fatalities	17	30	31	20
• Cases Referred to Investigator	6,727	6,221	6,346	6,217
• Cases Brought Into Compliance	1,729	1,646	1,933	1,692
REHABILITATION				
• Workers Rehabilitated, Returned to Work as a Result of Division Services	1,239	1,268	1,285	1,486
CRIME VICTIMS COMPENSATION				
• Crime Victims Claims Filed	2,330	2,414	2,693	2,569
• Decisions Made	1,945	2,105	1,104	2,424
o Awards	1,390	1,467	764	1,661
o Denials	555	638	340	763
• Crime Victims Compensation Paid	\$2,175,278	\$2,084,756	\$2,152,243	\$2,930,000

Performance Highlights

1. In FY 2013, all agency departments once again set specific outreach goals to educate employers, medical providers, attorneys, insurance representatives, and other constituents on the requirements of workers' compensation insurance. Highlights of these efforts include:
 - a. The Benefits Administration Division developed and implemented a new reporting template for use by Defendant and Claimant counsel in connection with settlements submitted to the Commission. The use of this template has been positively received by all parties and has significantly reduced the time period for processing and approval of settlements.
 - b. The Employer Compliance Division developed public service announcements to educate employers on Idaho's workers' compensation insurance requirements. These public service announcements are expected to air on both television and radio in early 2014.
 - c. The Benefits Administration Department met with corporate officers at seven of the larger surety and claims administrator's main offices to continue to establish good working relationships and provide guidance on frequently overlooked adjusting requirements.
 - d. Three Certified Idaho Workers' Compensation Specialist programs were held in Boise, Coeur d'Alene, and Idaho Falls with 48 new certifications awarded.
 - e. Many departments participated in a number of business fairs and presentations to insurance agents, accountants, and new business owners at various locations around the state.
 - f. The Rehabilitation Division modified correspondence used to communicate employment options and physical restrictions between employers and medical providers. This has resulted in more effective use of modified duty work plans during medical recovery.

Part II – Performance Measures

Performance Measure	FY 2010	FY 2011	FY 2012	FY 2013	Benchmark
1. Issue workers' compensation decisions within an average of 90 days from date of final submission.	82	88	103	112	< 90 day average
2. Successfully resolve 90% of mediated workers' compensation cases.	97.2%	93.3%	97.0%	96.3%	90% resolved
3. Average age of pending unemployment appeals at less than 40 days.	36	34	33	30	< 40 day average
4. Percentage of rehabilitation cases returned to pre-injury employment/wage.	79.5%	81%	76%	70%	60%
5. Percentage of rehabilitated workers maintaining at least ninety percent (90%) of their pre-injury status and wage.	90.9%	90.85%	92.2%	91%	90%
6. Number of employers who obtained insurance as a result of Employer Compliance investigation.	1,729	1,646	1,933	1,692	2,000
7. Determine eligibility of CV applications within 30 days of receipt of required documentation.	17	20	53	53	<30 days
8. Pay eligible victims claims within 120 days of the date the application was received.	111	117	201	174	<120 days
9. Maintain a benefit utilization rate of 72% on crime victims' cases.	67%	67%	62%	63%	72%

For More Information Contact

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