

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 2011	FY 2012	FY 2013	FY 2014
Industrial Administration	\$10,291,900	\$11,033,159	\$9,350,034	\$10,946,860
Peace and Detention Officer Disability Fund	\$165,100	\$164,807	\$158,164	\$151,348
Crime Victims Compensation	\$2,737,600	\$2,675,910	\$2,636,578	\$2,548,405
Federal Grant	\$461,700	\$861,543	\$1,012,257	\$1,265,726
Miscellaneous Revenue	\$40,300	\$44,521	\$37,269	\$44,583
Total	\$13,696,600	\$14,779,939	\$13,194,303	\$14,956,922
Expenditure	FY 2011	FY 2012	FY 2013	FY 2014
Personnel Costs	\$ 7,506,400	\$7,582,450	\$8,366,380	\$8,495,693
Operating Expenditures	\$ 2,018,500	\$2,000,641	\$2,066,617	\$2,244,184
Capital Outlay	\$ 217,500	\$151,447	\$119,416	\$206,061
Trustee/Benefit Payments	\$ 3,076,800	\$3,106,653	\$4,083,138	\$3,062,935

Total	\$12,819,200	\$12,841,191	\$14,635,551	\$14,008,873
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Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2011	FY 2012	FY 2013	FY 2014
ADJUDICATION				
• Workers' Compensation Complaints Filed	931	946	946	925
• Workers' Compensation Hearings Held	116	95	80	81
• Mediations Held	653	773	735	709
• Claims Successfully Mediated	609	750	708	669
• Unemployment Decisions Issued (Includes Reconsiderations)	1,083	1,022	801	692
COMPENSATION				
• Workers' Compensation Claims Filed	31,756	31,588	33,027	34,040
○ Medical Only	28,578	28,451	29,701	28,239
○ Time-Loss	3,148	3,106	3,306	5,738
○ Fatalities	30	31	20	32
• Cases Referred to Investigator	6,221	6,346	6,217	6,214
• Cases Brought Into Compliance	1,646	1,933	1,692	1,511
REHABILITATION				
• Workers Rehabilitated, Returned to Work as a Result of Division Services	1,268	1,285	1,486	1,442
CRIME VICTIMS COMPENSATION				
• Crime Victims Claims Filed	2,414	2,693	2,569	2,543
• Decisions Made	2,105	1,104	2,424	2,562
○ Awards	1,467	764	1,661	1,793
○ Denials	638	340	763	768
• Crime Victims Compensation Paid	\$2,084,756	\$2,152,243	\$2,930,000	\$2,052,458

Performance Highlights

1. In FY 2014, all agency departments 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 Employer Compliance Division developed public service announcements to educate employers on the workers' compensation insurance requirements. The PSA's aired on radio and television in the Treasure Valley from October 2013 to January 2014, resulting in a 38% increase in visits to the Commission's website and a 64% increase to the employer information section of the website.
 - b. The Benefits Administration Department met with corporate 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.
 - c. Four Certified Idaho Workers' Compensation Specialist programs were held in Boise and Idaho Falls, with 65 new certifications awarded.
 - d. 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.
 - e. The Benefits Administration Division published two newsletters that clarified and answered issues of concern on administrative procedures that were raised by claims administrators and sureties.
2. The Benefits Administration Division was assigned the task of reviewing mediated settlements, resulting in a 40% increase in the volume of settlements reviewed for the Commissioners. With the implementation of new reporting templates for use by Defendant and Claimant counsel in connection with settlements

submitted to the Commission, the processing of the settlements has decreased in time from 19 days on average to less than 7 days.

3. Rehabilitation Consultants throughout the state participated in community events to market their services and also made contacts with new employers to educate them on the many benefits of utilizing Rehabilitation Division services. Additional highlights from the Rehabilitation Division include:
 - a. Through our expanded communication to employers, 309 new referrals came directly from business and industry. Of the 2,369 cases referred in FY 2014, consultants provided assistance and successfully rehabilitated 1,442 injured workers.
 - b. The number of days from the referral of a case to eligibility determination has maintained an average of less than seven days.
 - c. The division developed a reporting system to identify employers that have experienced a recent workers' compensation injury so early contact can be made to assess the need for rehabilitation services.
4. In FY 2014, the Commission's average time for issuing workers' compensation decisions decreased by approximately 20% and the time for issuing unemployment insurance appeals decreased by more than 15%.
5. A model reciprocity agreement was developed as the first step in the process to update the Commission's reciprocity agreements with surrounding states.
6. 9,854 referrals from the online Idaho Business Registration System were processed in FY 2014, a 6% increase over the prior fiscal year.
7. 1,511 employers obtained insurance as a result of being contacted by an Employer Compliance Investigator, resulting in coverage for 13,317 Idaho workers.
8. Benefits Administration staff recommended payment of \$125,158 of additional wage-loss benefits to injured workers based on closing documents provided by sureties and their Claims Administrators, of which \$111,100 was then paid.
9. The Crime Victims Compensation Program (CVCP) Recovery Unit utilized the Restitution Billing Project to increase awareness and accountability of outstanding restitution debt with offenders and their Probation and Parole Officers, resulting in an increase in restitution collections of 16% over FY 2013. The Recovery Unit also took a more proactive approach managing potential civil suits against offenders and coordinating with private counsel and insurance companies to increase collections by 17% over FY 2013.
10. The CVCP completed a process improvement review of the Administrative Assistant I workload during a recent position vacancy. This review resulted in significant streamlining of duties to increase efficiency and to allow for additional duties to be assigned to this position to benefit the program as a whole. The program was able to reduce a backlog in applications waiting to be processed and to assume responsibility for processing sexual assault forensic examination claims. The reassignment of this duty helped the claims department eliminate backlogs in claims processing and improve prompt payment of claims on behalf of crime victims.

Part II – Performance Measures

Performance Measure	FY 2011	FY 2012	FY 2013	FY 2014	Benchmark
1. Issue workers' compensation decisions within an average of 90 days from date of final submission.	88	103	112	89	< 90 day average
2. Successfully resolve 90% of mediated workers' compensation cases.	93.3%	97.0%	96.3%	94.4%	90% resolved
3. Average age of pending unemployment appeals at less than 40 days.	34	33	30	25	< 40 day average
4. Percentage of rehabilitation cases returned to pre-injury employment/wage.	81%	76%	70%	71%	60%
5. Percentage of rehabilitated workers maintaining at least ninety percent (90%) of their pre-injury status and wage.	90.85%	92.2%	91%	93%	90%
6. Number of employers who obtained insurance as a result of Employer Compliance investigation.	1,646	1,933	1,692	1,511	1,800
7. Determine eligibility of CV applications within 30 days of receipt of required documentation.	20	53	53	68	<30 days
8. Pay eligible victims claims within 120 days of the date the application was received.	117	201	174	311	<120 days
9. Maintain a benefit utilization rate of 72% on crime victims' cases.	67%	62%	63%	76%	72%

For More Information Contact

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