

## 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 141 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** – ensures 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)

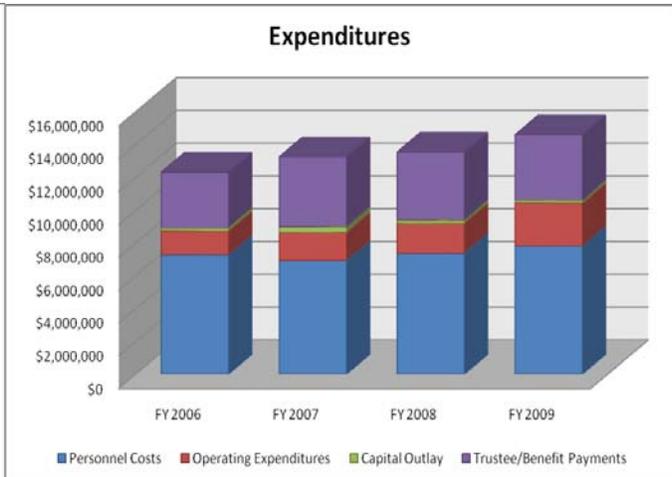
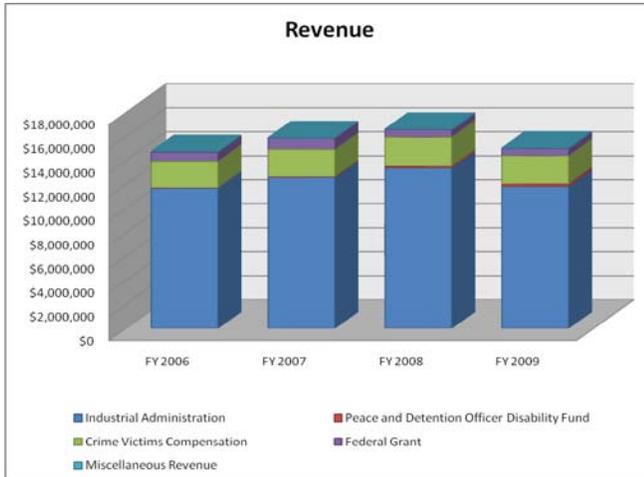
**Compensation Division** – evaluates insurance carriers requesting to write workers' compensation insurance and employers requesting to become self-insured; ensures adequate securities are on deposit with the State Treasurers Office to cover outstanding awards; enforces the insurance requirements of the Idaho Workers' Compensation Law; and ensures that workers' compensation benefits are paid properly and timely. (Title 72, Chapters 1-8, Idaho Code)

**Rehabilitation Division** – assists injured workers to maximize their medical recovery while facilitating an early return to employment, which is as close to possible to the worker's pre-injury wage and status. (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 2006	FY 2007	FY 2008	FY 2009
Industrial Administration	\$11,686,200	\$12,602,700	\$13,370,800	\$11,836,200
Peace and Detention Officer Disability Fund	N/A	N/A	\$109,200	\$185,200
Crime Victims Compensation	\$2,237,000	\$2,312,800	\$2,455,000	\$2,371,300
Federal Grant	\$764,200	\$923,200	\$623,000	\$586,200
Miscellaneous Revenue	\$39,400	\$32,600	\$32,100	\$42,200
<b>Total</b>	<b>\$14,726,800</b>	<b>\$15,871,300</b>	<b>\$16,590,100</b>	<b>\$15,021,100</b>
Expenditure	FY 2006	FY 2007	FY 2008	FY 2009
Personnel Costs	\$7,261,300	\$6,925,400	\$7,354,700	\$7,822,700
Operating Expenditures	\$1,443,400	\$1,694,200	\$1,815,400	\$2,594,600
Capital Outlay	\$187,300	\$352,300	\$211,500	\$174,900
Trustee/Benefit Payments	\$3,408,300	\$4,263,700	\$4,142,800	\$3,987,300
<b>Total</b>	<b>\$12,300,300</b>	<b>\$15,935,600</b>	<b>\$13,524,400</b>	<b>\$14,579,500</b>



**Profile of Cases Managed and/or Key Services Provided**

Cases Managed and/or Key Services Provided	FY 2006	FY 2007	FY 2008	FY 2009
<b>ADJUDICATION</b>				
• Workers' Compensation Complaints Filed	1,112	995	1,175	1,078
• Workers' Compensation Hearings Held	120	117	102	100
• Mediations Held	425	442	645	911
• Claims Successfully Mediated	830	811	719	877
• Unemployment Decisions Issued (Includes Reconsiderations)	578	472	470	795
<b>COMPENSATION</b>				
• Workers' Compensation Claims Filed	44,622	44,322	42,457	36,211
o Medical Only	38,039	37,414	38,410	33,027
o Time-Loss	6,520	6,872	4,024	3,164
o Fatalities	36	36	23	20
• Cases Referred to Investigator	6,804	7,711	9,053	7,207
• Cases Brought Into Compliance	2,601	2,233	2,630	2,090
<b>REHABILITATION</b>				
• Workers Rehabilitated, Returned to Work as a Result of Division Services	1,480	1,617	1,478	1,377
<b>CRIME VICTIMS COMPENSATION</b>				
• Crime Victims Claims Filed	2,000	2,420	2,405	2,393
• Decisions Made	1,867	2,321	2,208	2,126
o Awards	1,199	1,697	1,636	1,562
o Denials	608	623	572	600
• Crime Victims Compensation Paid	\$2,351,567	\$3,183,800	\$3,183,997	\$3,190,350

**Performance Highlights**

1. The Employer Compliance Department focused its efforts on educating employers on the requirements and importance of workers' compensation insurance. A brochure was developed specifically to help employers distinguish employees from independent contractors.
2. During the economic downturn, the Rehabilitation Division maintained a 69.6% return of injured workers to their pre-injury employers. Those successfully rehabilitated maintained 89% of their pre-injury wage.
3. The Adjudication Division responded quickly to the two-fold increase in unemployment appeals received from the Idaho Department of Labor by retaining three contractors to assist with the caseload. This enabled the Commission to stay within the federal guidelines of maintaining an average age of pending cases of less than 40 days.

4. The Commission developed an appeal process that allows an employer the opportunity to present written or oral information to the Commissioners in mitigation of a penalty assessment decision.
5. 15,614 additional employees were covered by workers' compensation insurance as a result of the efforts of Employer Compliance investigations, an increase of 10.12% from FY08.
6. Of the mediations held in FY09, 96% were successfully mediated.
7. The Crime Victims Compensation Program successfully brought about legislation to increase fines assessed on felonies, misdemeanors, and sex related offenses. This is the first fee increase since 1993, and is anticipated to bring a \$900,000 increase in revenue to the program each year.
8. Through outreach education, the Crime Victims Compensation Program was able to exceed their goal of paying victims claims for benefits within a 120 day time period.
9. Thirty-two additional constituents were certified through the Workers' Compensation Specialist training program, and twenty-five re-certifications were issued to past graduates.

## Part II – Performance Measures

Performance Measure	2006	2007	2008	2009	Benchmark
1. Issue workers' compensation decisions within an average of 90 days from date of final submission.	N/A	66	88	67	< 90 day average
2. Successfully resolve 90% of mediated workers' compensation cases.	90.7%	95.2%	95.6%	96.2%	90% resolved
3. Average age of pending unemployment appeals at less than 40 days.	N/A	N/A	29	34	< 40 day average
4. Percentage of cases returned to pre-injury employment/wage.	20%	62%	67.9%	69.6%	60%
5. Percentage of rehabilitated workers maintaining at least ninety percent (90%) of their pre-injury status and wage.	87.5%	88.1%	88.6%	89.1%	90%
6. Number of employers who obtained insurance as a result of Employer Compliance investigation.	2,601	2,233	2,630	2,090	2,000
7. Assist and train industry to reduce benefits overpayments reported on Summaries of Payments.	\$209,863	\$203,579	\$165,549	\$153,988	\$283,000
8. Determine eligibility of CV applications within 30 days of receipt of required documentation.	45	23	8	5	<30 days
9. Pay eligible victims claim within 120 days of the date the application was received.	169	135	130	110	<120 days
10. Maintain a benefit utilization rate of 72% on crime victims' cases.	72%	75%	73%	69%	72%

**For More Information Contact**

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