

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)

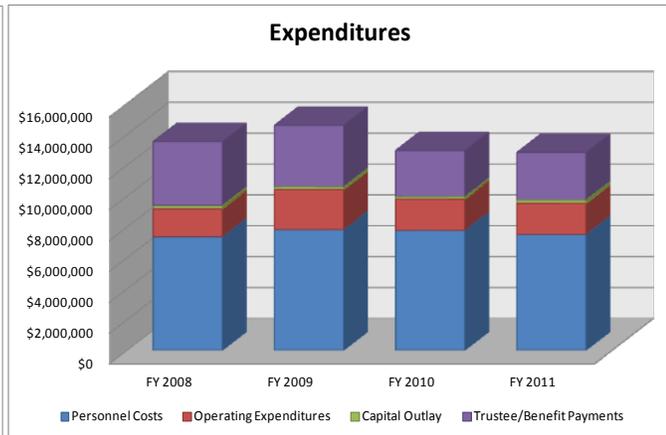
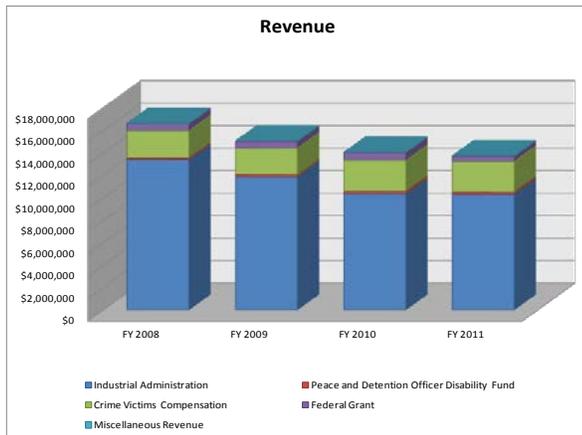
Compensation Division – evaluates insurance carriers requesting to write workers' compensation insurance and employers requesting to become self-insured; endeavors to ensure that adequate securities are on deposit with the State Treasurer's Office to cover outstanding awards; enforces the insurance requirements 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 2008	FY 2009	FY 2010	FY 2011
Industrial Administration	\$13,370,800	\$11,836,200	\$10,335,600	\$10,291,900
Peace and Detention Officer Disability Fund	\$109,200	\$185,200	\$184,800	\$165,100
Crime Victims Compensation	\$2,455,000	\$2,371,300	\$2,768,100	\$2,737,600
Federal Grant	\$623,000	\$586,200	\$688,000	\$461,700
Miscellaneous Revenue	\$32,100	\$42,200	\$33,400	\$40,300
Total	\$16,590,100	\$15,021,100	\$14,009,900	\$13,696,600
Expenditure	FY 2008	FY 2009	FY 2010	FY 2011
Personnel Costs	\$7,354,700	\$7,822,700	\$7,774,200	\$7,506,400
Operating Expenditures	\$1,815,400	\$2,594,600	\$2,018,700	\$2,018,500
Capital Outlay	\$211,500	\$174,900	\$162,200	\$217,500
Trustee/Benefit Payments	\$4,142,800	\$3,987,300	\$2,994,000	\$3,076,800
Total	\$13,524,400	\$14,579,500	\$12,949,100	\$12,819,200



Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2008	FY 2009	FY 2010	FY 2011
ADJUDICATION				
• Workers' Compensation Complaints Filed	1,175	1,078	1,005	931
• Workers' Compensation Hearings Held	102	100	100	116
• Mediations Held	645	911	610	653
• Claims Successfully Mediated	719	877	593	609
• Unemployment Decisions Issued (Includes Reconsiderations)	470	887	1,142	1,083
COMPENSATION				
• Workers' Compensation Claims Filed	42,457	36,211	31,704	31,756
○ Medical Only	38,410	33,027	28,728	28,578
○ Time-Loss	4,024	3,164	2,959	3,148
○ Fatalities	23	20	17	30
• Cases Referred to Investigator	9,053	7,207	6,727	6,221
• Cases Brought Into Compliance	2,630	2,090	1,729	1,646
REHABILITATION				
• Workers Rehabilitated, Returned to Work as a Result of Division Services	1,478	1,377	1,239	1,268
CRIME VICTIMS COMPENSATION				
• Crime Victims Claims Filed	2,405	2,393	2,330	2,414
• Decisions Made	2,208	2,162	1,945	2,105
○ Awards	1,636	1,562	1,390	1,467
○ Denials	572	600	555	638
• Crime Victims Compensation Paid	\$3,183,997	\$3,190,350	\$2,175,278	\$2,084,756

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 2011. Highlights of these efforts include:
 - a. Benefits Administration staff continued to establish 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 77 new workers' compensation specialists and re-certified 34.
 - c. Commenced development of EDI Claims Release 3, to allow for electronic receipt of surety claim submissions and subsequent reports.

2. Employer Compliance implemented a long anticipated data sharing project with the Idaho Department of Labor which has resulted in the identification of a significant number of businesses who are not carrying the required workers' compensation insurance for their employees.
3. Enhancements to the system that tracks insurance carriers and their designated Idaho claims administrator has greatly improved the accuracy of the data maintained by the Commission resulting in accountability on the part of the insurance carriers and more prompt claims processing for Idaho's injured workers.
4. The Adjudication Division issued a near record number of 1,083 unemployment decisions in FY 2011, an increase of 30% over the prior three year average, all while maintaining an average age of pending cases of only 34 days.
5. In this continuing period of high unemployment, the Rehabilitation Division returned 81% of rehabilitated workers to their pre-injury employers. Those who returned to employment with our assistance maintained 91% of their pre-injury wage.
6. The number of mediations held in FY 2011 increased 7% over the previous fiscal year. Despite the increase, claims are mediated at a 93.3% success rate.
7. Over 12,000 employees were provided coverage under workers' compensation law as a result of communication from the Employer Compliance Department.
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 implemented 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. The new fee schedule resulted in a savings of approximately 21% in expenses paid on behalf of eligible victims for treatment of crime related injuries and sexual assault examinations.
10. The Crime Victims program implemented a comprehensive quality review program, which included case analysis and feedback from recipients. Over 82% of those who responded rated overall services they received as good to very good.

Part II – Performance Measures

Performance Measure	FY 2008	FY 2009	FY 2010	FY 2011	Benchmark
1. Issue workers' compensation decisions within an average of 90 days from date of final submission.	88	67	82	88	< 90 day average
2. Successfully resolve 90% of mediated workers' compensation cases.	95.6%	96.2%	97.2%	93.3%	90% resolved
3. Average age of pending unemployment appeals at less than 40 days.	29	34	36	34	< 40 day average
4. Percentage of rehabilitation cases returned to pre-injury employment/wage.	67.9%	69.6%	79.5%	81%	60%
5. Percentage of rehabilitated workers maintaining at least ninety percent (90%) of their pre-injury status and wage.	88.6%	89.1%	90.9%	90.85%	90%
6. Number of employers who obtained insurance as a result of Employer Compliance investigation.	2,630	2,090	1,729	1,646	2,000
7. Average # of days to input claims information into the IIC data base.	.24	.27	.27	.19	3 days
8. Determine eligibility of CV applications within 30 days of receipt of required documentation.	8	5	17	20	<30 days

9. Pay eligible victims claims within 120 days of the date the application was received.	130	110	111	117	<120 days
10. Maintain a benefit utilization rate of 72% on crime victims' cases.	73%	69%	67%	67%	72%

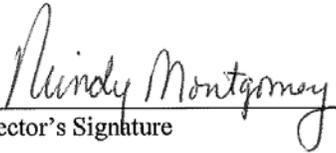
For More Information Contact

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Director Attestation for Performance Measurement Report

In accordance with *Idaho Code 67-1904*, I certify the data provided in the Performance Measurement Report has been internally assessed for accuracy, and, to the best of my knowledge, is deemed to be accurate.

Department: Industrial Commission


Director's Signature

8/29/2011
Date

Please return to:

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