

## 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 11 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 2013	FY 2014	FY 2015	FY 2016
Industrial Administration	\$9,350,035	\$10,946,860	\$10,107,971	\$11,554,121
Peace and Detention Officer Disability Fund	\$158,164	\$151,348	\$141,805	\$144,422
Crime Victims Compensation	\$2,636,578	\$2,548,405	\$2,506,594	\$2,538,545
Federal Grant	\$1,012,257	\$1,265,726	\$284,000	\$800,000
Miscellaneous Revenue	\$37,269	\$44,583	\$38,529	\$49,705
<b>Total</b>	<b>\$13,194,303</b>	<b>\$14,956,922</b>	<b>\$13,078,899</b>	<b>\$15,086,793</b>
Expenditures	FY 2013	FY 2014	FY 2015	FY 2016
Personnel Costs	\$8,366,380	\$8,495,693	\$8,728,978	\$8,879,023
Operating Expenditures	\$2,066,617	\$2,244,184	\$2,305,997	\$2,098,459
Capital Outlay	\$119,416	\$206,061	\$154,751	\$184,059
Trustee/Benefit Payments	\$4,083,138	\$3,062,935	\$3,171,429	\$3,359,648
<b>Total</b>	<b>\$14,635,551</b>	<b>\$14,008,873</b>	<b>\$14,361,155</b>	<b>\$14,521,189</b>

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

<b>Cases Managed and/or Key Services Provided</b>	<b>FY 2013</b>	<b>FY 2014</b>	<b>FY 2015</b>	<b>FY 2016</b>
<b>ADJUDICATION</b>				
• Workers' Compensation Complaints Filed	946	925	901	831
• Workers' Compensation Hearings Held	80	81	63	60
• Mediations Held	735	709	695	646
• Claims Successfully Mediated	708	669	674	625
• Unemployment Decisions Issued (Includes Reconsiderations)	801	692	483	252
<b>COMPENSATION</b>				
• Workers' Compensation Claims Filed	33,027	34,040	34,554	34,767
o Medical Only	29,701	28,239	28,826	28,762
o Time-Loss	3,306	5,738	5,728	5,926
o Fatalities	20	32	39	27
• Cases Referred to Investigator	6,217	6,214	6,496	7,305
• Cases Brought Into Compliance	1,692	1,511	1,533	1,726
<b>REHABILITATION</b>				
• Injured Workers referred for Rehabilitation Services	2,454	2,369	2,282	2,110
• Workers Rehabilitated, Returned to Work as a Result of Division Services	1,486	1,442	1,490	1,357
<b>CRIME VICTIMS COMPENSATION</b>				
• Crime Victims Claims Filed	2,569	2,543	2,541	2,491
• Decisions Made	2,424	2,562	2,179	2,197
o Awards	1,661	1,793	1,402	1,457
o Denials	763	768	777	740
• Crime Victims Compensation Paid	\$2,930,000	\$2,052,458	\$2,296,334	\$2,266,904

**Performance Highlights****Adjudication**

1. In FY 2016, the Commission's average age of pending unemployment insurance appeals decreased by approximately 11.5% to 23 days—the most prompt unemployment appeals disposition rate in five years.

**Compensation – Benefits**

1. The Benefits Administration Department worked with its Electronic Data Interchange Development Committee to draft rules requiring mandatory electronic claims reporting. The proposed rules were presented to the legislature this session and were approved.
2. Six Certified Idaho Workers' Compensation Specialist programs were held in Boise, Lewiston, Blackfoot and Post Falls; 77 new certifications were issued.
3. Representatives from the Commission traveled the state conducting 15 presentations to medical providers to discuss the workers' compensation claims process, medical fee schedule and rehabilitation services.

**Compensation – Employer Compliance**

1. The Commission continues working on a model reciprocal agreement in its efforts towards updating reciprocity agreements with surrounding states including Washington, Oregon, Nevada, Utah, Montana, Wyoming and North Dakota.
2. 189,942 unemployment wage records were processed in FY 2016 resulting in 147,028 policies obtained to cover Idaho employers.
3. 1,726 employers obtained insurance as a result of being contacted by an Employer Compliance Investigator, resulting in coverage for 16,109 Idaho workers.

**Rehabilitation**

1. Rehabilitation Consultants throughout the state participated in community events to market their services. They made contacts with new employers, medical providers and other community resource groups to educate

them on the many benefits of utilizing Rehabilitation Division services. Additional highlights from the Rehabilitation Division include:

- Of the 2,110 cases referred in FY 2016, consultants provided assistance and successfully rehabilitated 1,357 injured workers.
- Eligibility was determined on an average of 5 business days from the date of referral to the Rehabilitation Division.

**Crime Victims Compensation Program**

1. The Program worked cooperatively with several state agencies to coordinate services and increase overall efficiency in meeting the needs of crime victims.
  - Worked with Idaho Department of Health and Welfare, Medicaid Division to publish a statewide policy on coverage for sexual abuse forensic interviews under Medicaid benefits. This policy improved the state’s responsiveness to providers seeking payment for these services, increased accessibility for this service for victims of crime in Idaho and created a more uniform and equitable payment source for child sexual abuse forensic interview services.
  - Continued to work with Idaho Department of Corrections to assist offenders in satisfying their court ordered restitution debt to the program. Program staff provided training and education to Probation and Parole Officers and worked closely with IDOC Inmate Accounts to provide documentation in order to garnish the accounts of offenders who have open restitution orders.
2. In FY 2016 CV staff dedicated 2,015 hours towards the Crime Victims Compensation Program data base rewrite. Over this past year CV and IT have worked together to complete the Case Management module, including a comprehensive rewrite of correspondence sent to victims, providers and criminal justice professionals. The new letters have assisted customers in better understanding benefits, eligibility requirements and the importance of supporting documentation. The project continues to move forward, focusing attention on the Appeals and Claims Processing Modules.

**Part II – Performance Measures**

Performance Measure		FY 2013	FY 2014	FY 2015	FY 2016	Current Year
<b>Adjudication Division Goal 1</b>						
<i>Decide disputes arising out of workers’ compensation, unemployment appeals, and crime victims’ compensation cases in timely fashion and pursuant to applicable law and judicial canons.</i>						
1. Issue workers’ compensation decisions within an average of 90 days from date of final submission.	actual	112	89	74	73	-----
	benchmark	< 90 day average	< 90 day average	< 90 day average	< 90 day average	< 90 day average
2. Successfully resolve 90% of mediated workers’ compensation cases.	actual	96.3%	94.4%	97.0%	96.7%	-----
	benchmark	90% resolved	90% resolved	90% resolved	90% resolved	90% resolved
3. Average age of pending unemployment appeals at less than 40 days.	actual	30	25	26	23	-----
	benchmark	< 40 day average	< 40 day average	< 40 day average	< 40 day average	< 40 day average
<b>Rehabilitation Division Goal 1</b>						
<i>Lessen the impact injured workers and employers face during an industrial injury by providing no cost, quality vocational services that minimize loss and restore the injured worker to gainful employment.</i>						
4. Percentage of rehabilitation cases returned to pre-injury employment/wage.	actual	70%	71%	70%	73.83%	-----
	benchmark	60%	60%	60%	60%	60%
5. Percentage of rehabilitated workers maintaining at least 90 percent of their pre-injury status and wage.	actual	91%	93%	92%	94.65%	-----
	benchmark	90%	90%	90%	90%	90%
<b>Compensation Division Goal 1</b>						
<i>Ensure all workers in the state are afforded the coverage required by law.</i>						
6. Number of employers who	actual	1,692	1,511	1,533	1,726	-----

obtained insurance as a result of Employer Compliance investigation.	<i>benchmark</i>	2,000	2,000	1,800	1,800	1,700
<b>Crime Victims Compensation Division Goal 2</b> <i>Pro-actively administer benefits in an efficient, timely and customer friendly manner.</i>						
7. Determine eligibility of CV applications within 30 days of receipt of required documentation.	<b>actual</b>	53	68	51	35	-----
	<i>benchmark</i>	<30 days	<30 days	<30 days	<30 days	<30 days
8. Pay eligible victims claims within 120 days of the date the application was received.	<b>actual</b>	174	311	190	206	-----
	<i>benchmark</i>	<120 days	<120 days	<120 days	<120 days	<120 days
9. Maintain a benefit utilization rate of 72% on crime victims' cases.	<b>actual</b>	63%	76%	60%	56%	-----
	<i>benchmark</i>	72%	72%	72%	72%	72%

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