

## 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 10 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 by facilitating an early return to employment, which is as close to the workers' 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 2014	FY 2015	FY 2016	FY 2017
Industrial Administration	\$10,946,860	\$10,107,971	\$11,554,121	\$11,952,439
Peace and Detention Officer	\$151,348	\$141,805	\$144,422	\$142,806
Disability Fund				
Crime Victims Compensation	\$2,548,405	\$2,506,594	\$2,538,545	\$2,395,794
Federal Grant	\$1,265,726	\$284,000	\$800,000	\$768,208
Miscellaneous Revenue	\$44,583	\$38,529	\$49,705	\$44,546
<b>Total</b>	<b>\$14,956,922</b>	<b>\$13,078,899</b>	<b>\$15,086,793</b>	<b>\$15,303,793</b>
Expenditures	FY 2014	FY 2015	FY 2016	FY 2017
Personnel Costs	\$8,495,693	\$8,728,978	\$8,879,023	\$9,434,717
Operating Expenditures	\$2,244,184	\$2,305,997	\$2,098,459	\$2,053,688
Capital Outlay	\$206,061	\$154,751	\$184,059	\$251,875
Trustee/Benefit Payments	\$3,062,935	\$3,171,429	\$3,359,648	\$3,683,051
<b>Total</b>	<b>\$14,008,873</b>	<b>\$14,361,155</b>	<b>\$14,521,189</b>	<b>\$15,423,331</b>

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

Cases Managed and/or Key Services Provided	FY 2014	FY 2015	FY 2016	FY 2017
<b>ADJUDICATION</b>				
• Workers' Compensation Complaints Filed	925	901	831	849
• Workers' Compensation Hearings Held	81	63	60	70
• Mediations Held	709	695	646	622
• Claims Successfully Mediated	669	674	625	599
• Unemployment Decisions Issued (Includes Reconsiderations)	692	483	252	354
<b>COMPENSATION</b>				
• Workers' Compensation Claims Filed	34,040	34,554	34,767	36,708
○ Medical Only	28,239	28,826	28,762	31,013
○ Time-Loss	5,738	5,728	5,926	5,648
○ Fatalities	32	39	27	32
• Cases Referred to Investigator	6,214	6,496	7,305	7,829
• Cases Brought Into Compliance	1,511	1,533	1,726	1,821
<b>REHABILITATION</b>				
• Injured Workers referred for Rehabilitation Services	2,369	2,282	2,110	2,102
• Workers Rehabilitated, Returned to Work as a Result of Division Services	1,442	1,490	1,326	1,263
<b>CRIME VICTIMS COMPENSATION</b>				
• Crime Victims Claims Filed	2,543	2,541	2,491	2,550
• Decisions Made	2,562	2,179	2,197	2,329
○ Awards	1,793	1,402	1,457	1,635
○ Denials	768	777	740	694
• Crime Victims Compensation Paid	\$2,052,458	\$2,296,334	\$2,266,904	\$2,589,550

### FY 2017 Performance Highlights

#### Adjudication

1. In FY 2017, the Commission's average age of pending unemployment insurance appeals during the federally-designated measuring month of March decreased by approximately 60% to 9 days—the most prompt unemployment appeals disposition rate in ten years.

#### Compensation – Benefits

1. The Benefits Administration Department contracted with a vendor to assist with the upcoming mandatory implementation of EDI Claims Release 3.0 on November 4, 2017. Benefits staff hosted an informational webinar viewed by more than 100 participants.
2. Five Certified Idaho Workers' Compensation Specialist programs were held in Boise, Coeur D'Alene, and Blackfoot; 53 new certifications were issued.

#### 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. 198,957 unemployment wage records were processed in FY 2017 resulting in 153,316 policies obtained to cover Idaho employers.
3. 1,821 employers obtained insurance as a result of being contacted by an Employer Compliance Investigator, resulting in coverage for 21,431 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 2,102 cases referred in FY 2017, consultants provided assistance and successfully rehabilitated 1,263 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 to coordinate services and increase overall efficiency in meeting the needs of crime victims, including:
  - Established office hours at Faces of Hope Victim Center allowing on-site collaboration with 15 private and public organizations serving victims of crime.
  - Continued to work with the Idaho Department of Corrections to assist offenders in satisfying their court ordered restitution debt to the program. The Program sent approximately 700 restitution orders to IDOC in order to facilitate garnishment of incarcerated inmate accounts.
  - Continued to be part of the Idaho Sexual Assault Policy Group, along with state, city and county law enforcement agencies, medical providers and victim advocates, working to improve services for sexual assault victims in Idaho.

**Part II – Performance Measures**

Performance Measure		FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
<b>Agency Goal 1</b>						
<i>Enforce the statutory and regulatory requirements of the Idaho Workers' Compensation Law</i>						
1. Number of employers who obtained insurance as a result of Employer Compliance investigation.	actual	1,511	1,533	1,726	1,821	-----
	target	2,000	1,800	1,800	1,700	1,700
<b>Agency Goal 2</b>						
<i>Provide timely dispute resolution arising out of workers' compensation, unemployment appeals, and crime victims compensation cases</i>						
2. Issue workers' compensation decisions within an average of 90 days from date of final submission.	actual	89	74	73	82	-----
	target	< 90 day average				
3. Successfully resolve 90% of mediated workers' compensation cases.	actual	94.4%	97.0%	96.7%	96.3%	-----
	target	90% resolved				
4. Average age of pending unemployment appeals at less than 40 days.	actual	25	26	23	9	-----
	target	< 40 day average				
<b>Agency Goal 7</b>						
<i>Provide vocational rehabilitation services focused on restoring injured workers to gainful employment and minimizing loss for employers</i>						
5. Percentage of rehabilitation cases returned to pre-injury employment/wage.	actual	71%	70%	73.83%	74.41%	-----
	target	60%	60%	60%	60%	60%
6. Percentage of rehabilitated workers maintaining at least 90 percent of their pre-injury status and wage.	actual	93%	92%	94.65%	93.66%	-----
	target	90%	90%	90%	90%	90%
<b>Crime Victims Compensation Division Goal 1</b>						
<i>Administer benefits in a timely and efficient manner</i>						
7. Determine eligibility of CV applications within 30 days of receipt of required documentation.	actual	68	51	35	39	-----
	target	<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.	actual	311	190	206	180	-----
	target	<120 days	<120 days	<120 days	<120 days	< 120 days
9. Maintain a benefit utilization rate of 72% on crime victims' cases.	actual	76%	60%	56%	63%	-----
	target	72%	72%	72%	72%	72%

**For More Information Contact**

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