

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; ensures 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, employers, and insurers 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 2015	FY 2016	FY 2017	FY 2018
Industrial Administration	\$10,107,971	\$11,554,121	\$11,952,439	\$12,583,954
Peace and Detention Officer Disability Fund	\$141,805	\$144,422	\$142,806	\$150,712
Crime Victims Compensation	\$2,506,594	\$2,538,545	\$2,395,794	\$2,563,561
Federal Grant	\$284,000	\$800,000	\$768,208	\$870,000
Miscellaneous Revenue	\$38,529	\$49,705	\$44,546	\$45,578
Total	\$13,078,899	\$15,086,793	\$15,303,793	\$16,213,805

Expenditures	FY 2015	FY 2016	FY 2017	FY 2018
Personnel Costs	\$8,728,978	\$8,879,023	\$9,434,717	\$9,424,586
Operating Expenditures	\$2,305,997	\$2,098,459	\$2,053,688	\$2,332,933
Capital Outlay	\$154,751	\$184,059	\$251,875	\$302,256
Trustee/Benefit Payments	\$3,171,429	\$3,359,648	\$3,683,051	\$3,407,346
Total	\$14,361,155	\$14,521,189	\$15,423,331	\$15,467,121

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2015	FY 2016	FY 2017	FY 2018
ADJUDICATION				
• Workers' Compensation Complaints Filed	901	831	849	841
• Workers' Compensation Hearings Held	63	60	70	39
• Mediations Held	695	646	622	512
• Claims Successfully Mediated	674	625	599	485
• Unemployment Decisions Issued (Includes Reconsiderations)	483	252	354	246
COMPENSATION				
• Workers' Compensation Claims Filed	34,554	34,767	36,708	35,176
o Medical Only	28,826	28,762	31,013	29,680
o Time-Loss	5,728	5,926	5,648	5,434
o Fatalities	39	27	32	42
• Cases Referred to Investigator	6,496	7,305	7,829	8,094
• Cases Brought Into Compliance	1,533	1,726	1,821	1,816
REHABILITATION				
• Injured Workers referred for Rehabilitation Services	2,282	2,110	2,102	2,116
• Workers Rehabilitated, Returned to Work as a Result of Division Services	1,490	1,326	1,263	1,387
CRIME VICTIMS COMPENSATION				
• Crime Victims Claims Filed	2,541	2,491	2,550	2,567
• Decisions Made	2,179	2,197	2,329	2,046
o Awards	1,402	1,457	1,635	1,523
o Denials	777	740	694	500
• Crime Victims Compensation Paid	\$2,296,334	\$2,266,904	\$2,589,550	\$2,288,992

FY 2018 Performance Highlights

Adjudication

1. In FY 2018, the Commission's average age of pending unemployment insurance appeals during the federally-designated measuring month of March was 22 days—almost twice as prompt as the 40 day federal standard.

Compensation – Benefits

1. The Benefits Administration Department implemented Electronic Data Interchange (EDI) Claims Release 3.0 on November 4, 2017.
2. The department co-hosted an opioid panel discussion in partnership with the Idaho Office of Drug Policy in December of 2017.
3. The Audit Guidelines v. 1.0 were successfully published April 1, 2018 after several years of collaboration with stakeholders.
4. Four Certified Idaho Workers' Compensation Specialist programs were held in Boise and Coeur d'Alene; 54 new certifications and 10 recertifications were issued.

Compensation – Employer Compliance

1. The Commission continues working on updating model reciprocal agreements surrounding states including Washington, Oregon, Nevada, Utah, Montana, Wyoming and North Dakota.
2. 206,690 unemployment wage records were processed in FY 2018 resulting in 157,560 policies obtained to cover Idaho employers.
3. 1,816 employers obtained insurance as a result of being contacted by an Employer Compliance Investigator, resulting in coverage for 18,655 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 2,116 cases referred in FY 2018, consultants provided assistance and successfully rehabilitated 1,378 injured workers, an increase of 124 from FY 2017.
 - Eligibility was determined on an average of 4 business days from the date of referral to the Rehabilitation Division.
2. Each Region developed a comprehensive marketing plan designed to reach out to various parties in an effort to diversify referral resources.

Crime Victims Compensation Program

1. The Program worked to coordinate services and increase overall efficiency in meeting the needs of crime victims, including:
 - Collected \$431,212.00 in restitution from offenders, representing a 75% increase over FY 2017.
 - 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 2015	FY 2016	FY 2017	FY 2018	FY 2019
Agency Goal 1						
<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	1,533	1,726	1,821	1,816	-----
	target	1,800	1,800	1,700	1,700	1,700
Agency Goal 2						
<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	74	73	82	144*	-----
	target	< 90 day average	<90 day average			
3. Successfully resolve 90% of mediated workers' compensation cases.	actual	97.0%	96.7%	96.3%	95.6	-----
	target	90% resolved	90% resolved	90% resolved	90% resolved	90% resolved
4. Average age of pending unemployment appeals at less than 40 days.	actual	26	23	9	22	-----
	target	< 40 day average	<40 day average			

Performance Measure		FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
Agency Goal 7						
<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	70%	73.83%	74.41%	70%	-----
	target	60%	60%	60%	60%	60%
6. Percentage of rehabilitated workers maintaining at least 90 percent of their pre-injury status and wage.	actual	92%	94.65%	93.66%	93%	-----
	target	90%	90%	90%	90%	90%
Crime Victims Compensation Division Goal 1						
<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	51	35	39	45	-----
	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	190	206	180	146	-----
	target	<120 days	<120 days	<120 days	< 120 days	< 120 days
9. Maintain a benefit utilization rate of 72% on crime victims' cases.	actual	60%	56%	63%	58%	-----
	target	72%	72%	72%	72%	72%

Performance Measure Explanatory Notes

1. Due to an unforeseen absence in FY 2018 and an unwillingness of parties to allow for case reassignment, the average workers' compensation decisions timeframe to issuance shifted up to a 144 day average. This was an outlier, and the issue has been rectified. It is anticipated to return to its trend of <90 days in FY 2019.

For More Information Contact

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