

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 2012	FY 2013	FY 2014	FY 2015
Industrial Administration	\$11,033,158	\$9,350,035	\$10,946,860	\$10,107,971
Peace and Detention Officer	\$164,807	\$158,164	\$151,348	\$141,805
Disability Fund				
Crime Victims Compensation	\$2,675,910	\$2,636,578	\$2,548,405	\$2,506,594
Federal Grant	\$861,543	\$1,012,257	\$1,265,726	\$284,000
Miscellaneous Revenue	\$44,521	\$37,269	\$44,583	\$38,529
Total	\$14,779,939	\$13,194,303	\$14,956,922	\$13,078,899
Expenditure	FY 2012	FY 2013	FY 2014	FY 2015
Personnel Costs	\$7,582,450	\$8,366,380	\$8,495,693	\$8,728,978
Operating Expenditures	\$2,000,641	\$2,066,617	\$2,244,184	\$2,305,997
Capital Outlay	\$151,447	\$119,416	\$206,061	\$154,751
Trustee/Benefit Payments	\$3,106,653	\$4,083,138	\$3,062,935	\$3,171,429
Total	\$12,841,191	\$14,635,551	\$14,008,873	\$14,361,155

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2012	FY 2013	FY 2014	FY 2015
ADJUDICATION				
• Workers' Compensation Complaints Filed	946	946	925	901
• Workers' Compensation Hearings Held	95	80	81	63
• Mediations Held	773	735	709	695
• Claims Successfully Mediated	750	708	669	674
• Unemployment Decisions Issued (Includes Reconsiderations)	1,022	801	692	483
COMPENSATION				
• Workers' Compensation Claims Filed	31,588	33,027	34,040	34,554
○ Medical Only	28,451	29,701	28,239	28,826
○ Time-Loss	3,106	3,306	5,738	5,728
○ Fatalities	31	20	32	39
• Cases Referred to Investigator	6,346	6,217	6,214	6,496
• Cases Brought Into Compliance	1,933	1,692	1,511	1,533
REHABILITATION				
• Workers Rehabilitated, Returned to Work as a Result of Division Services	1,285	1,486	1,442	1,490
CRIME VICTIMS COMPENSATION				
• Crime Victims Claims Filed	2,693	2,569	2,543	2,541
• Decisions Made	1,104	2,424	2,562	2,179
○ Awards	764	1,661	1,793	1,402
○ Denials	340	763	768	777
• Crime Victims Compensation Paid	\$2,152,243	\$2,930,000	\$2,052,458	\$2,296,334

Performance Highlights

1. In FY 2015, all agency departments set specific outreach goals to educate employers, medical providers, attorneys, insurance representatives, and other constituents on the requirements of workers' compensation insurance. Highlights of these efforts include:
 - a. The Employer Compliance Division aired public service announcements to educate employers on the workers' compensation insurance requirements in FY 2015. The PSAs aired on radio and/or television in Boise, Idaho Falls, Twin Falls, Pocatello, Lewiston, Moscow, and Spokane. The PSAs were well-received and directed consumers to the Commission for workers' compensation-related guidance.
 - b. The Benefits Administration Department met with corporate officers at 10 of the larger sureties, claims administrators, and self-insureds to continue to establish good working relationships and provide guidance on frequently overlooked adjusting requirements.
 - c. Three Certified Idaho Workers' Compensation Specialist programs were held in Boise, Coeur d'Alene and Idaho Falls.
 - d. The Commission focused on improving its website with at least weekly updates on events, rulemaking, legislation, and workers' compensation-related notifications and news pieces.
 - e. The Benefits Administration Division published a newsletter that clarified and answered issues of concern on administrative procedures that were raised by claims administrators and sureties.

2. The Commission adopted rules allowing self-insured employers to elect to use an experience modification factor (e-mod) in computing premium tax. Over 21% of all authorized self-insured employers took advantage of the e-mod calculation for calendar year 2014 (reported 7-31-14 and 3-3-15), saving themselves over \$86.6K in premium tax.
3. Rehabilitation consultants throughout the state participated in community events to market their services and also made contacts with new employers to educate them on the many benefits of utilizing Rehabilitation Division services. Additional highlights from the Rehabilitation Division include:
 - a. Of the 2,282 cases referred in FY 2015, consultants provided assistance and successfully rehabilitated 1,490 injured workers.
 - b. Eligibility was determined on an average of five business days from the date of referral to the Rehabilitation Division.
4. In FY 2015, the Commission's average time for issuing workers' compensation decisions decreased by approximately 16%.
5. The Commission continues working on a model reciprocal agreement in its efforts towards updating reciprocity agreements with surrounding states.
6. 143,836 unemployment wage records were processed in FY 2015 resulting in 113,123 policies obtained to cover Idaho employers.
7. 1,533 employers obtained insurance as a result of being contacted by an Employer Compliance Investigator, resulting in coverage for 19,927 Idaho workers.
8. The Crime Compensation Program (CVCP) began the redesign and rewrite of the Crime Victims Information System (CVIS) to process applications and claims for benefits. Work was completed on the application processing module and the case management module. Thus far, CVIS has increased efficiency and productivity by 30% in entering and tracking applications and documentation requests from law enforcement and prosecuting attorneys. The new case management module has also increased overall efficiency by approximately 35%, reducing wait periods for eligibility reviews, streamlining supporting documentation processes, and providing consistency in the management of cases. Overall, both of these changes have improved the quality and responsiveness of services for victims of crime. CVCP staff have committed more than 2,051 hours in developing and testing the new system in FY 2015.
9. The CVCP Recovery Unit continued to diligently collect money from offenders through restitution and civil lawsuits, collecting approximately 32% of the total restitution ordered by the courts. This collection percentage continues to be well above national collection averages for victims compensation programs and most court-based collection systems.

Part II – Performance Measures

Performance Measure	FY 2012	FY 2013	FY 2014	FY 2015	Benchmark
1. Issue workers' compensation decisions within an average of 90 days from date of final submission.	103	112	89	74	< 90 day average
2. Successfully resolve 90% of mediated workers' compensation cases.	97.0%	96.3%	94.4%	97.0%	90% resolved
3. Average age of pending unemployment appeals at less than 40 days.	33	30	25	26	< 40 day average
4. Percentage of rehabilitation cases returned to pre-injury employment/wage.	76%	70%	71%	70%	60%
5. Percentage of rehabilitated workers maintaining at least 90 percent of their pre-injury status and wage.	92.2%	91%	93%	92%	90%
6. Number of employers who obtained insurance as a result of Employer Compliance investigation.	1,933	1,692	1,511	1,533	1,800
7. Determine eligibility of CV applications within 30 days of receipt of required documentation.	53	53	68	51	<30 days
8. Pay eligible victims claims within 120 days of the date the application was received.	201	174	311	190	<120 days
9. Maintain a benefit utilization rate of 72% on crime victims' cases.	62%	63%	76%	60%	72%

For More Information Contact

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