

## Industrial Commission

## Performance Report

Expenditures	FY 2017	FY 2018	FY 2019	FY 2020
Personnel Costs	\$9,434,717	\$9,424,586	\$9,431,419	\$9,075,321
Operating Expenditures	\$2,053,688	\$2,332,933	\$2,365,640	\$2,654,960
Capital Outlay	\$251,875	\$302,256	\$560,036	\$68,862
Trustee/Benefit Payments	\$3,683,051	\$3,407,346	\$3,664,794	\$4,140,817
<b>Total</b>	<b>\$15,423,331</b>	<b>\$15,467,121</b>	<b>\$16,021,889</b>	<b>\$15,939,960</b>

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

Cases Managed and/or Key Services Provided	FY 2017	FY 2018	FY 2019	FY 2020
<b>ADJUDICATION</b>				
• Workers' Compensation Complaints Filed	849	841	756	754
• Workers' Compensation Hearings Held	70	39	49	25
• Mediations Held	622	512	468	471
• Claims Successfully Mediated	599	485	445	446
• Unemployment Decisions Issued (Includes Reconsiderations)	354	246	287	231
<b>COMPENSATION</b>				
• Workers' Compensation Claims Filed	36,708	35,176	36,978	33,725
○ Medical Only	31,013	29,680	33,203	31,018
○ Time-Loss	5,648	5,434	3,735	3,677
○ Fatalities	32	42	40	30
• Cases Referred to Investigator	7,829	8,094	8,698	8,106
• Cases Brought Into Compliance	1,821	1,816	2,142	1,789
<b>REHABILITATION</b>				
• Injured Workers referred for Rehabilitation Services	2,102	2,116	2,060	1942
• Workers Rehabilitated, Returned to Work as a Result of Division Services	1,263	1,387	1,388	1295
<b>CRIME VICTIMS COMPENSATION</b>				
• Crime Victims Claims Filed	2,550	2,567	2514	2640
• Decisions Made	2,329	2,046	2000	1613
○ Awards	1,635	1,523	1603	1273
○ Denials	694	500	380	340
• Crime Victims Compensation Paid	\$2,589,550	\$2,288,992	\$2,538,067	\$2,843,902

## Red Tape Reduction Act

	As of July 1, 2019	As of July 1, 2020
Number of Chapters	3	3
Number of Words	19,858	19,858
Number of Restrictions	403	403

## FY 2020 Performance Highlights

## Adjudication and Compensation

1. Due to COVID-19, the Commission entered an emergency order on March 25, 2020, suspending in-person hearings and mediations, and closing the building to visitors. At the same time, the Commission amended its judicial rules to authorize electronic filing of legal pleadings and lump sum settlement documents. This allowed the Commission to continue to provide critical services such as mediating

disputed cases (through Zoom and telephonically) and processing lump sum settlements for injured workers. For April through June of 2020, the Commission mediated 110 claims, as compared to 101 for the same time period in 2019. During April through June of 2020, the Commission processed 236 lump sum settlements compared to 247 during the same period in 2019.

2. In FY 2020, the Commission's average age of pending unemployment insurance appeals was 19 days—twice as prompt as the 40-day federal standard.
3. The Commission updated reciprocal procedures with surrounding states to now include an "Intermittent" Extraterritorial Certificate category. The category covers work that begins and ends in the worker's home state while spending less than 50% of their total work time in the reciprocating state.
4. 190,613 unemployment wage records were processed in FY 2020, resulting in 142,783 policies obtained to cover Idaho employers.
5. 1,789 employers obtained insurance as a result of being contacted by an Employer Compliance Investigator, resulting in coverage for 15,865 Idaho workers.

### Rehabilitation

1. Rehabilitation Consultants throughout the state participated in community events to market their services. They made contact 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 1,942 cases referred in FY 2020, consultants provided assistance and successfully rehabilitated 1,295 injured workers.
  - Eligibility was determined in less than four business days from the date of referral to the Rehabilitation Division.
2. Each region of the state developed a comprehensive marketing plan designed to reach out to various parties in an effort to diversify referral resources. This resulted in more than 25% of referrals coming from employers and the medical community.
3. Rehabilitation Consultants and AA1s provided remote services to approximately 1,200 cases during the COVID-19 telework protocol.

### Crime Victims Compensation Program

1. The program successfully implemented changes to Idaho Code to ensure victims of sexual assault were not billed for the cost of the sexual assault examination. The program executed a statewide outreach plan to sexual assault examination providers and advocate groups that resulted in a 56% increase in sexual assault examinations cases filed with the program over the previous year.
2. Despite statewide court closures and workflow reduction due to COVID 19, the program continued to excel in securing reimbursement for expenses paid on behalf of crime victims through the criminal and civil courts. In FY 2020, recovery collections climbed to \$443,819, an increase of 28% over the previous year.

## Part II – Performance Measures

Performance Measure		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
<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	1,821	1,816	2,142	1,789	-----
	target	1,700	1,700	1,700	2,000	1,700

Performance Measure		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
<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	82	144*	89	98	-----
	target	< 90 day average	< 90 day average	<90 day average	<90 day average	<90 day average
3. Successfully resolve 90% of mediated workers' compensation cases.	actual	96.3%	95.6%	95.1%	94.69%	-----
	target	90% resolved	90% resolved	90% resolved	90% resolved	90% resolved
4. Average age of pending unemployment appeals at less than 40 days.	actual	9	22	20	19	-----
	target	< 40 day average	< 40 day average	<40 day average	<40 day average	<40 day average
<b>Agency Goal 6</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	74.41%	70%	70.75%	72.74%	-----
	target	60%	60%	60%	65%	65%
6. Percentage of rehabilitated workers maintaining at least 90 percent of their pre-injury status and wage.	actual	93.66%	93%	92.51%	94.83%	-----
	target	90%	90%	90%	90%	90%
<b>Crime Victims Compensation Division Goal 1</b>						
<i>Administer benefits to crime victims efficiently and responsibly</i>						
7. Determine eligibility of CV applications within 30 days of receipt of required documentation.	actual	39	45	27	33 days	-----
	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	180	146	137	159	-----
	target	<120 days	< 120 days	< 120 days	< 120 days	<120 days
9. Maintain a benefit utilization rate of 72% on crime victims' cases.	actual	63%	58%	63%	63%	-----
	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.

#### For More Information Contact

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