

Part I – Agency Profile

Agency Overview

The primary responsibility of the Idaho Industrial Commission is to administer the Idaho Workers' Compensation Law (Title 72, Idaho Code). In this role, the Commission ensures employer compliance with the obligation to obtain coverage and pay benefits owed to injured workers, provides rehabilitation services to those workers who have suffered permanent injuries, and adjudicates contested workers' compensation claims. The Industrial Commission is also responsible for administering the Crime Victims Compensation Program and the Peace Officer and Detention Officer Disability Fund. Finally, the Commission serves as the higher authority appellate body for Idaho Department of Labor unemployment claims.

The Industrial Commission consists of three Commissioners appointed by the Governor. One Commissioner must be an Idaho licensed attorney, one represents the interests of workmen, and one represents the interests of employers. No more than two Commissioners can belong to the same political party. 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.

The Industrial Commission employs approximately 130 employees statewide. The main office is in Boise, with ten additional field offices throughout the state. The field offices are comprised of Rehabilitation Division and Employer Compliance staff. Administrative hearings, mediations, and public meetings are also held in these offices.

Core Functions Under 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 and mental health 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 2021	FY 2022	FY 2023	FY 2024
Industrial Administration	\$12,681,868	\$13,998,645	\$17,638,236	\$16,089,225
Peace and Detention Officer Disability Fund	\$140,532	\$142,115	\$179,089	\$210,033
Crime Victims Compensation	\$2,478,694	\$3,048,303	\$3,180,458	\$3,185,499
Federal Grant	\$1,200,000	\$984,000	\$305,000	\$558,143
Miscellaneous Revenue	\$10,263	\$44,076	\$53,616	\$25,130
Total	\$16,511,357	\$18,217,139	\$21,356,399	\$20,068,030

Expenditures	FY 2021	FY 2022	FY 2023	FY 2024
Personnel Costs	\$9,016,156	\$9,200,578	\$9,917,842	\$10,531,472
Operating Expenditures	\$2,904,162	\$5,387,197.21	\$5,072,825	\$3,260,096
Capital Outlay	\$127,714	\$6,754	\$55,038	\$52,851
Trustee/Benefit Payments	\$3,379,836	\$3,243,460.89	\$2,825,540	\$2,424,823
Total	\$15,427,868	\$17,837,991	\$17,871,245	\$16,269,242

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2021	FY 2022	FY 2023	FY 2024
ADJUDICATION				
• Workers' Compensation Complaints Filed	691	714	702	626
• Workers' Compensation Hearings Held	39	30	47	39
• Mediations Held	429	236	165	190
• Unemployment Decisions Issued (Includes Reconsiderations)	477	560	361	387
• Settlement Agreements <i>(formerly Lump Sum Settlements)</i>	949	874	901	891
COMPENSATION				
• Workers' Compensation Claims Filed	33,718	34,993	34,741	32,777
o Medical Only	29,284	28,613	28,492	27,274
o Time-Loss	4,399	6,322	6,207	5,428
o Fatalities	35	44	42	50
• Employer Compliance Cases Referred to Investigator	8,416	5,486	4,615	8,179
• Employer Compliance Cases Brought into Compliance	1,353	1,340	1,314	3,611
REHABILITATION				
• Injured Workers referred for Rehabilitation Services	1,866	1,929	1,900	2,021
• Workers Rehabilitated, Returned to Work with the assistance of Division Services	1,265	1,440	1,298	1,308
CRIME VICTIMS COMPENSATION				
• Crime Victims Claims Filed	3209*	2667	2402	2493
• Total Sexual Assault Examination Payments	\$622,844	\$535,823	\$419,227	\$422,522
• Sexual Assault Exam Payments for Adults	\$235,196	\$151,305	\$103,785	\$185,791
• Sexual Assault Exam Payments for Children	\$387,648	\$384,518	\$315,442	\$256,731
• Crime Victims Compensation Paid	\$2,115,793	\$1,983,023	\$1,613,429	\$1,538,676

*includes 465 applications from the 2021 Rigby Middle School incident

FY 2024 Performance Highlights

Adjudication

1. In FY2023, the average time for issuing decisions was 103 days after coming under advisement. During FY2024, the Commission reduced the time for issuing decisions to an average of 80 days, resulting in a 22% decrease in the average time taken to issue decisions.
2. The Commission mediator redesigned the mediation process, implementing a “waiting list” for mediation cancellations. This change filled time slots that became available due to cancellation, maximizing the available mediation opportunities. This helped to achieve a 15% increase in the number of mediations held during FY2024.

Compensation – Benefits Administration

1. During FY2024, 406 medical fee disputes were resolved within an average of 64 days. Sureties were ordered to pay an average of \$2,410.59 in underpayments and penalties to medical providers.
2. The Benefits Department conducted five CIWCS training courses during FY2024. Of the participants, 67% achieved certification as Idaho Workers' Compensation Specialists.

Compensation – Employer Compliance

1. After a full year of operating under the new IRIS data system, the Employer Compliance Department experienced a 157% increase in the wage data records available for investigation. This, along with other additional data points, led to a 77% increase in employer investigations to determine compliance with the law. This resulted in 3,611 businesses being brought into compliance and 46,930 Idaho employees being protected.

Rehabilitation

1. In FY2024, the Rehabilitation Division had 2,021 cases referred for services. The Division provided significant services to 1,823 injured workers. Approximately 76% (1,379) of the eligible injured workers who participated in rehabilitative services were successfully returned to work.
2. This past year, the Division increased outreach efforts to partner with local radio stations in south-central and eastern Idaho to engage and educate nontraditional injured workers about rehabilitation services. The Division also expanded outreach to injured workers by utilizing the Commission's Instagram, Facebook, and LinkedIn accounts to better reach injured workers to inform them of the services available through the Division.
3. The Rehabilitation Division supported the Workers' Compensation Negotiated Rulemaking engagement sessions by opening its videoconferencing resources in our Twin Falls, Idaho Falls, Pocatello, Lewiston, and Coeur d'Alene field offices to the public. This provided interested parties without reliable digital access the opportunity to provide valuable input regarding proposed changes to the IDAPA Rules.

Crime Victims Compensation Program

1. In FY2024, the Program created a sexual assault case manager position to better serve sexual assault victims in Idaho. The addition of this position provides a victim-centered, trauma-informed point of contact and enhances our ability to provide tailored support and assistance to victims following a sexual assault and to ensure proper payment for forensic examinations.
2. During FY2024, the CVCP Division actively participated in six different Sexual Assault Nurse Examiners trainings held in Boise, Lewiston, Twin Falls, Rupert, Orofino, and Bonner's Ferry. These events also provided an opportunity to meet with Prosecuting Attorneys, Victim Witness Coordinators, and non-profit partners to discuss assistance available through the program.

Part II – Performance Measures

Performance Measure		FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Adjudication Division Goal						
<i>Promote the timely processing and resolution of disputed workers' compensation claims and medical fee disputes, and provide judicial review of unemployment insurance appeals from the Idaho Department of Labor</i>						
1. Issue workers' compensation decisions in a timely manner.	actual	101	96	103	80	---
	target	< 90-day average	< 90-day average	< 90-day average	< 90-day average	< 90-day average
2. Average age of pending unemployment appeals at less than 40 days.	actual	16	34	20.5	17.7	---
	target	< 40-day average	< 40-day average	<40-day average	<40-day average	<40-day average
Benefits Administration Department Goal						
<i>Ensure workers' compensation benefits are paid accurately and timely; resolve emergent issues between claimants and sureties on non-litigated claims; and maintain statutory claim records</i>						
3. Issue Settlement Decisions timely.	actual	5.89	6.44	2.47	5.96	---
	target	7	7	7	7	7
Employer Compliance Department Goal						
<i>Enforce the insurance requirements of the Idaho Workers' Compensation Law</i>						
4. Percentage of employers who obtained insurance as a result of an Employer Compliance investigation.	actual	97%	97%	97%	95.8%	---
	target	95%	95%	95%	95%	95%
Rehabilitation Division Goal						
<i>Assist injured workers by facilitating an early return to employment that is as close to the workers' pre-injury wage and status as can be obtained</i>						
5. Eligible injured workers who returned to work as a result of services provided.	actual	71.9%	81.90%	79.89%	75.64%	---
	target	65%	65%	65%	65%	65%
6. Percentage of pre-injury wages restored for injured workers who returned to work.	actual	94.87%	96.13%	96.37%	95.64%	---
	target	90%	90%	90%	90%	90%
Crime Victims Compensation Program Goal						
<i>Provide financial assistance to victims of crime for medical expenses, mental health expenses, funeral costs, lost wages, and sexual assault exams that are incurred as a result of criminally injurious conduct</i>						
7. Determine eligibility of crime victims' applications within 30 days of receipt of required documentation.	actual	32	44	36	101	---
	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	140	140	139	188	---
	target	< 120 days	<120 days	<120 days	<120 days	<120 days
9. Pay sexual assault forensic examination claims within 45 days from the date of receipt of application.	actual	51	41	43	90	---
	target	< 45 days	< 45 days	< 45 days	< 45 days	< 45 days

Performance Measure Explanatory Notes

1. In FY2024, the CVCP Division had a 50% staff turnover and a five-month backlog in the payment of claims due to the LUMA integration. These challenges impacted the Program's ability to meet these performance timelines. The program has resolved system integration issues, is now nearly fully staffed, and is fully committed to improving processing times and meeting these performance timelines.

For More Information Contact

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