



2023 Annual Accountability Report

**Workers' Compensation Commission
Agency Code: R080**

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AGENCY'S DISCUSSION AND ANALYSIS

Established in 1935 as the South Carolina Industrial Commission, the South Carolina Workers' Compensation Commission is charged with administration of the South Carolina Workers' Compensation Act (the Act) found in Title 42 of the Code of Laws of South Carolina. In accordance with the Administrative Procedures Act, the Commission also promulgates rules and regulations necessary to implement the provisions of Title 42. Every South Carolina employer and employee, with certain notable exceptions, is presumed to be covered by the Act. The system is based on a "no-fault" premise. The Act establishes "loss parameters" that limit the employers' losses to defined amounts while ensuring workers in South Carolina receive quality medical treatment and compensated wages if injured in the workplace.

Employers covered by the provisions of the Act are required to maintain insurance sufficient for the payment of compensation, or they may become self-insured by furnishing the Commission satisfactory proof of their ability to pay the compensation in the amount and manner due an injured employee. The South Carolina Department of Insurance is responsible for approving rates and classifications for all workers' compensation insurers.

Commissioners

The Commission consists of seven Commissioners appointed by the Governor with the advice and consent of the Senate for terms of six years. The Governor designates, and the Senate approves, one commissioner as Chairman for a two-year term. The Chair is the chief executive officer of the Commission and responsible for implementing policies established by the Commission in its capacity as the governing board. In its judicial capacity the Commissioners are responsible for hearing and determining all contested cases, conducting informal conferences, approving settlements, approving fee petitions and hearing appeals. During FY2022 Commissioner Scott Beck was reappointed Chairman for a two-year term, Commissioner Melody James was reappointed for a six-year term and Commissioner Cindy Dooley was appointed for a six-year term to fill the seat vacated by the retirement of Commissioner Susan Barden. An organization chart for FY203 may be found on the last page of this narrative.

Administration

The Commission's annual operating budget is categorized in five departments in the Annual Appropriations Act: Administration, Commissioners, Judicial Management, Insurance and Medical Services and Claims. The department directors report to the Executive Director. The Executive Director is responsible for direct oversight of the administrative support services, human resources, budgeting and finance, procurement, facility management and legal services. The Information Technology (IT) Services function is budgeted under Administration in the Appropriations Act however the department functionally operates as a department within the agency. The IT Director reports to the Executive Director.

Executive Director's Office

The Executive Director's Office is responsible for the administrative functions of the agency. This includes budget preparation, financial management and accounting, requisition and procurement, human resources, legal counsel, public information and ombudsman services.

The Commission contracts with the SC Department of Administration for administrative support services in the areas of financial accounting and procurement. The procurement services include purchasing solicitations, purchase order creation, purchase order sourcing, and procurement reporting. Finance and

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accounting services include general accounting, accounts receivable and payable, deposit processing, preparation of monthly financial reports, assistance with preparation of the annual operating budget, and completion of year-end reporting packages. During FY2023 the Executive Director's Office processed 14 purchase requisitions, 238 deposits, 838 invoices and 121 travel expense reports.

As a part of the public information, outreach and ombudsman services the Executive Director's office logged 1,321 telephone communications, electronic and personal contacts with external stakeholders. Nineteen general notices, policy advisories, updates and twelve agendas and supporting documents for the Commission Business Meetings were posted on the Commission's website and emailed to individuals and organizations on a distribution list. In March 2023, the office was given the capability and began sending the stakeholder Advisory Notices and meeting notices to all email addresses in the agency's case management system. The number averaged over 7,700 email addresses.

Office of the General Counsel

The Office of the General Counsel is part of the Executive Director's Office and operates with two FTEs, a General Counsel and Staff Attorney, and 1-2 part time Law Clerks.

General Counsel was directly involved in eight litigated cases in FY 2022-2023; five cases pending before the Court of Common Pleas, one case pending before the Chief Procurement Officer, one case pending before the SC Court of Appeals, and one case pending before the Supreme Court of South Carolina.

General Counsel drafted an amendment to an existing regulation that was requested by our stakeholders. General Counsel shepherded the amended regulation through the approval process the General Assembly. The amended Reg. 67-610 was approved by the Legislature on May 26, 2023.

General Counsel also advised on issues involving the State Ethics Commission and security matters with law enforcement.

The Office of General Counsel assisted the Commissioners with drafting orders, giving assistance an average of six times per week, and regularly consulted with Commissioners on questions of workers' compensation law and their judicial duties. General Counsel responded to multiple FOIA requests, including one exceptionally large request involving 1.7 TB of data.

The Office wrote thirty-three proposed orders or order instructions for single Commissioners or the Full Commission. General Counsel was involved in monitoring restrictions placed and lifted at the Local, State, and Federal level. General Counsel and the Staff Attorney continue to assist the Insurance and Medical Services Division in the enforcement of fines and penalties against non-compliant employers and insurers.

Human Resources

The agency has 63 authorized positions. During FY2023 the Commission employed fifty FTEs and two part-time employees, eight unclassified positions and forty-two classified positions.

The Human Resources (HR) Manager has the responsibility of coordinating the human resources program for the agency. During FY2023, the HR Manager was concentrated on providing all staff with information regarding benefits and assisting them with Human Resource issues. In addition, the HR Manager worked to recruit, train, measure and evaluate the performance of all employees and to provide data to support recommended changes in policies and procedures. The HR Manager attended three virtual PEBA training

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sessions and two EEO training sessions. Additionally, the HR Manager participated in five State HR Advisory meetings, two State Training and Development Consortium and other relevant trainings as appropriate.

During FY2023, 8 employees separated or retired, one part-time intern separated, one employee was promoted internally, and 12 new employees were hired to replace the ones that departed. Of the 12 new employees hired, a law clerk temp hourly employee was hired in June 2023 and was assigned to the General Counsel's office.

Weekly reporting previously required for COVID was discontinued by DSHR in November 2022. However, the Human Resources Manager, in conjunction with the Executive Director, continues to monitor COVID cases arising at the agency and perform contact tracing and notification procedures. Through PEBA and Prisma Health, HR scheduled an onsite Flu Shot Event and a Health Screening Event for the convenience of all employees. HR also scheduled a vendor onsite visit with Washington National Insurance Co. in August 2022 and a second vendor event with AFLAC in June 2023.

Information Technology Department

The IT Department continues work with Verisk (previously ISO) to implement the next version of the EDI transmission service. This will increase efficiency and expand reporting capabilities by providing a consolidated system between WCC and the respective EDI Trading Partners (employers, claim administrators, insurance carriers and attorneys) that are required to submit first reports of injury, subsequent reports of injury, and the attachment documents to WCC.

The IT Department has completed audio-visual enhancements in both Hearing Rooms, the Chairman's Conference Room and the Commissioner's Conference Room. These upgrades enable the Commission to host and participate in a hybrid style of hearing that can include a mixture on-site and online participants. This has alleviated the need to reschedule hearings and allows the Commission to continue to meet the needs of injured workers and employers in a timely and responsive manner.

During FY2023 WCC updated the existing Claims Management and Reporting System (Progress) to a supported version. The external user interface was redesigned in a modern format and additional claim information is displayed. External stakeholders are also able to view, download and print documents for claims they are associated with. This application modernization approach to update the existing WCC Claims Management and Reporting Application is more sustainable and better suited to accommodate existing processes for WCC Staff, Claimants, and stakeholders.

The WCC IT Team has also leveraged the new state contract for Digital Governmental Services with Tyler Technologies (aka SC.Gov). WCC is one of the first state agencies to utilize this contract and has been working closely with the vendor to design and test a web portal that will allow external stakeholders the ability to upload forms and process electronic payments. This new digital option will replace the need to mail physical documents and paper checks to the Commission.

The IT Team will continue to upgrade the existing Agency Critical Applications (claims management and reporting software, electronic document imaging and the EDI transmission application) and will implement system upgrades and enhancements in a highly structured and phased approach. The IT Legacy Modernization Project will continue to focus on development and testing to avoid any implantation, integration, or functionality issues. External stakeholder feedback is also being gathered as the phases are

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being deployed. This continued partnership with our stakeholders provides real time feedback based on actual business scenarios and outcomes.

The IT Department continued to utilize the Ticket Reporting System for agency staff and external stakeholders to report any IT related issues and/or request assistance with the new eCase Display system. The agency plans to continue to utilize the Ticketing System to address user concerns and identify potential system upgrades. During the year 1,172 tickets were reported, with 78% being classified as low priority and 16% medium priority. The major types of issues reported on the ticket ranged from Problem (57%), General Question (22%) and Feature Request (15%).

Insurance and Medical Services

The IMS Department is divided into three functional divisions: Coverage and Compliance, Medical Services and Self-insurance. The Director completed the requirements and received the Certified Public Manager (CPM) designation in 2022.

Coverage and Compliance Division

Coverage is responsible for receiving all first reports of injury in order to ensure employers have workers' compensation insurance for the injured employee. In FY23, 57,591 accidents were reported to the Commission. This reflects a 0.7% decrease in the number reported in the previous year. Of the total number reported, 31,140 were Minor Medical Reports which involved no lost time and the cost of medical was less than \$2,500. The number of cases re-opened totaled 2,452 which reflects a 2.0% decrease in the number reported last year.

Employers meeting certain statutory requirements are required to carry workers' compensation insurance for their employees. The Compliance Division verifies employers are complying with the coverage requirement by examining each first report of injury filed with the Commission, reviewing quarterly wage and employment data obtained from the Department of Employment and Workforce (DEW) for the 93,897 employers in the State and following up on individual citizen reports of potential non-compliance by employers. During FY23 the Division caused 287 employers to obtain insurance coverage for approximately 2,573 previously uninsured workers. A total of \$483,000 in fines and penalties were collected from these violations. The Division is responsible for collecting unpaid fines from insurance carriers for failure to submit required reports in a timely manner. Failure to pay the fine results in a Rule to Show Cause Hearing before a Commissioner. One-hundred nine cases were set for Rule to Show Cause Hearings, resulting in \$152,426 fines being collected.

Medical Services Division

The Medical Services Division is responsible for overseeing the implementation of the medical fee schedules which establishes a maximum allowable payment for services provided in workers' compensation injuries. The In-hospital Fee Schedule and the Ambulatory Surgery Fee Schedule values are updated January 1 with the Center for Medicare and Medicaid Services (CMS). The values for these schedules are calculated by using the CMS values plus 40%. The Medical Services Provider Manual (MSPM) is updated annually in April. The maximum allowable payment is calculated by using medical codes from the American Medical Association, values established by the CMS and a dollar-based conversion factor approved by the Commission. The Commission has a formal dispute process for medical service providers and insurance carriers to utilize when billing and payment disputes arise. In FY23 the Division responded to 147 formal disputes through the Medical Fee Dispute Process as well as responding to 921 general inquiries from medical service providers and payers.

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Self-Insurance Division

The Commission approves all applications for employers to be self-insured for workers' compensation insurance. The Self-Insurance Division of the IMS Department is responsible for reviewing all applications and to ensure the employer meets and maintains the qualifications and financial requirements for approval as a self-insured. During FY23 the Division recommended and the Commission approved 119 applications for self-insurance. The Division oversees eighty-four self-insured employers and nine funds providing coverage to about 2,038 employers and 298,000 workers. Forty-eight audits were conducted to monitor the financial stability of the self-insured employers and funds. The Division collects the 2.5% Self-Insurance Tax on the calculated premiums of self-insurers which resulted in \$5.2 million being collected. \$2.6 million was remitted to the State General Fund.

During FY23 the processes and production of the IMS department continued to be impacted by staffing changes. In FY23, the IMS Department had four employees leave the agency, hired six new employees, and promoted one employee. Production was significantly impacted during FY23 as the workload was redistributed and significant time and resources were used to provide the necessary training for new staff members.

Claims Department

The Claims Department processes periodic reports filed by carriers, reviews all final settlements and responds to request for claims history data. During FY2023, the department processed 24,139 initial notices/termination of payments (Forms 15,15II, 17), and 59,509 Carrier's Periodic Report (Form 18). For example, a carrier is required to file a Form 18 on every open claim every six months. Failure to do so will result in the carrier being assessed a fine. The department continues to encourage the use of electronic filing. Of the total Form 18s received, 40,279 were filed electronically through Electronic Data Interface (EDI); 19,230 were filed as an attachment to an email. As of September 2021, the Claims Department no longer accepts forms via US Postal Service. The Department processed 9,669 Clinchers, 2,479 Form 16s, and 245 Third Party Settlements. The Department continues to conduct outreach efforts to educate and inform stakeholders on the correct procedures for filing reports timely to avoid assessments of fines. Stakeholders must file required reports by a certain date or they will be assessed a fine. To train stakeholders with the proper and timely filing of the reports to avoid fines, the department conducted two remote training sessions via the Internet. At one session the carrier had 230 individuals participate.

Judicial Department

The Judicial Department monitors, reviews and assigns all contested workers' compensation cases for hearings with a single Commissioner, processes requests for scheduling Informal Conferences, and processes appeals of single Commissioner decisions and orders for hearing before an Appellate Panel. During FY23, the Department processed approximately 32,000 pleadings, motions, appeals, and mediation documents. The Department effectively continued to obtain and coordinate the use of 100 different locations across the state with local governments, educational institutions, and state agencies to schedule venues for Single Commissioner Hearings and Informal Conferences in the seven jurisdictional districts. The Director completed the requirements and received the Certified Public Manager (CPM) designation in 2022.

Informal Conferences

An informal conference is an opportunity for the claimant and a representative of the employer's insurance carrier to meet with a Claims Mediator or a Commissioner to discuss the settlement of the claim. The Commission assigned 2,932 cases for Informal Conferences of which 2,235 were conducted. A

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Commissioner is responsible for conducting an Informal Conference when an agreement is not reached during the meeting with the Claims Mediator, or the medical costs exceed \$50,000. Forty-four informal conferences were conducted by Commissioners during FY23.

Single Commissioner Hearings and Other Case Related Activity

The department assigned 9,725 cases to the Commissioners offices during FY23. This number is slightly higher than the previous year. The Commissioners conducted 612 hearings which was 6.4% less than the previous year. The Commissioners are responsible for all aspects of a case which includes more than hearing cases and issuing Decisions and Orders. During FY23 the Commissioners approved 9,896 settlements and 7,946 attorney fee petitions, issued 127 administrative orders, 2,336 single commissioner orders and 3,479 consent orders, conducted 1,724 clincher conferences and 205 pre-hearing conferences, reviewed 1,291 motions, and approved 857 relief of counsel motions.

Processing Time

The amount of time for a disputed case to be resolved is critical to the employee and employer. Delays may impact the employer's costs by increasing the amount of temporary compensation paid. Delays may impact the injured employee's timely receipt of medical services and/or receipt of compensation. The Commission constantly monitors the average number of days for processing a hearing request and docketing a hearing. The request is processed in an average of 33 days and a hearing is docketed in an average of 95 days. Both averages include the required notice period for each case. After the hearing the Commissioner issues order instructions within 90 days.

Full Commission Appellate Activity

During FY23 there was an overall decrease in the Appellate activity. The number of Single Commissioner decisions appealed totaled 112, a decrease of 31%. The number of cases reviewed by the Appellate Panels totaled 72, a decrease of 25%; and 14 Appellate Panel decisions appealed to a higher court.

Appellate hearings continue to be conducted electronically with the Commissioners participating via Zoom. If the parties request to appear in person for the appellate hearing they are accommodated. We also accommodate hybrid hearings where one party appears in person and one party appears electronically.

Mediations

During FY23 the Commission received 807 reports of mediation via the Form 70. Of those, 645 were resolved, 156 failed to be resolved and 6 remained unresolved with pending issues. Five mediations occurred as a result of an Order by a Commissioner.

SC Department of Vocational Rehabilitation (SCVRD)

The Commission is required by Section 42-3-80 of the SC Code of Laws to refer claimants that need vocational counseling or vocational evaluation, personal adjustment, training and placement to the SCVRD. To accomplish this, the Commission provides SCVRD access to all open claims through a secure electronic portal. SCVRD reviews the data and contacts claimants to offer the agencies' services. On occasion a commissioner will make a direct referral to SCVRD counselor assigned to the Commission to coordinate claimants' access and referral to their services. The SCVRD counselor reviews individual claims and attends hearings and Informal Conferences to ascertain if the claimants would benefit from SCVRD services. During FY23 SCVRD contacted 2,561 claimants with the 24 Applications Completed; 1,469 Declined to Apply for Services; 5 Existing Cases; 241 No Outcome – Active Referral; and 849 Unable to Contact Referral.

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Risk Assessment and Mitigation Strategies

The Risk Assessment and Mitigation Strategies section of the AAR, requires the Commission to identify the potential and most negative impact on the public that could result if the agency failed to accomplish its goals and objectives. The Commission was established in 1935 with the mission to provide an equitable and timely system of benefits to injured workers. The inability to accomplish this mission and failure to achieve the goals and objectives would have devastating impacts on the injured worker and employer. The injured worker would not have a safety net of immediate and long-term medical care and temporary compensation provided by the Workers' Compensation Act. The inability to access proper and timely medical care could lead to loss of life or other permanent medical problem delaying or prohibiting the individual's return to work as a productive member of society. The financial impact on the employee could lead to their financial ruin. The employer is impacted by the potential loss of production and revenue because of the injured worker's absence and the potential increase in the insurance premiums.

The statewide availability of venues for Commission hearings greatly impacts the Agency's ability to fulfill its main goal and objective: conduct hearings in disputed cases in a timely manner. The Commission has divided the state into 7 districts in which individual commissioner hearings are conducted. Cases are assigned to a district based on the location where the injury occurred. The Commission does not own or have legal control over physical locations across the state to conduct hearings. These sites are owned by state and local governments, councils of governments and educational institutions. Some local governments allow the use of county and municipal courtrooms, county and municipal council chambers and conference rooms. Councils of governments provide conference rooms and technical colleges provide classrooms, training rooms and conference rooms on a limited basis. Currently one hundred sites in the seven districts are available for hearings on a limited basis. The venues do not guarantee site availability. The loss of venues could delay hearings thereby delaying the final disposition of the case. This, in turn, could delay the claimant's receipt of benefits and increase the employer's costs. Mitigation of this potential problem may require the General Assembly to either provide funds to lease space or mandate that space be provided by the state and local governments and educational institutions.

Financial Report

The Commission's total annual operating budget for FY2023 was \$8,448,861. The General Fund's budget was \$2,876,742 and the Earmarked Fund's budget was \$5,572,119. The General Fund expenditures for the year was 94% of the budget. The Earmarked Fund expenditures were 74% of the budget.

The Earmarked Fund has specific revenues such as filing fees, fines, penalties, and copy charges are received to offset the expenditures for the annual operations. The Commission budgeted \$3,170,991 for revenues in FY2023 and collected \$2,815,499 or 89% of the budget. The Commission utilizes portions of the Self-Insurance Taxes collected for the difference in the amount of operating revenues collected and the operating expenditures.

The Commission is authorized by Section 42-5-190 of the SC Code of Laws to retain up to 50% of the Self-Insurance Tax collected. In FY2023 the Commission collected \$5,170,255 from self-insured employers and retained \$2,585,173. The balance, \$2,585,173, was transferred to the State's General Fund.

The General Assembly approved \$6,695,084 for the Information Technology Legacy System Modernization Project. The project is an upgrade of the IT claims management system. Specific elements of the project are described in the Information Technology Department section above.

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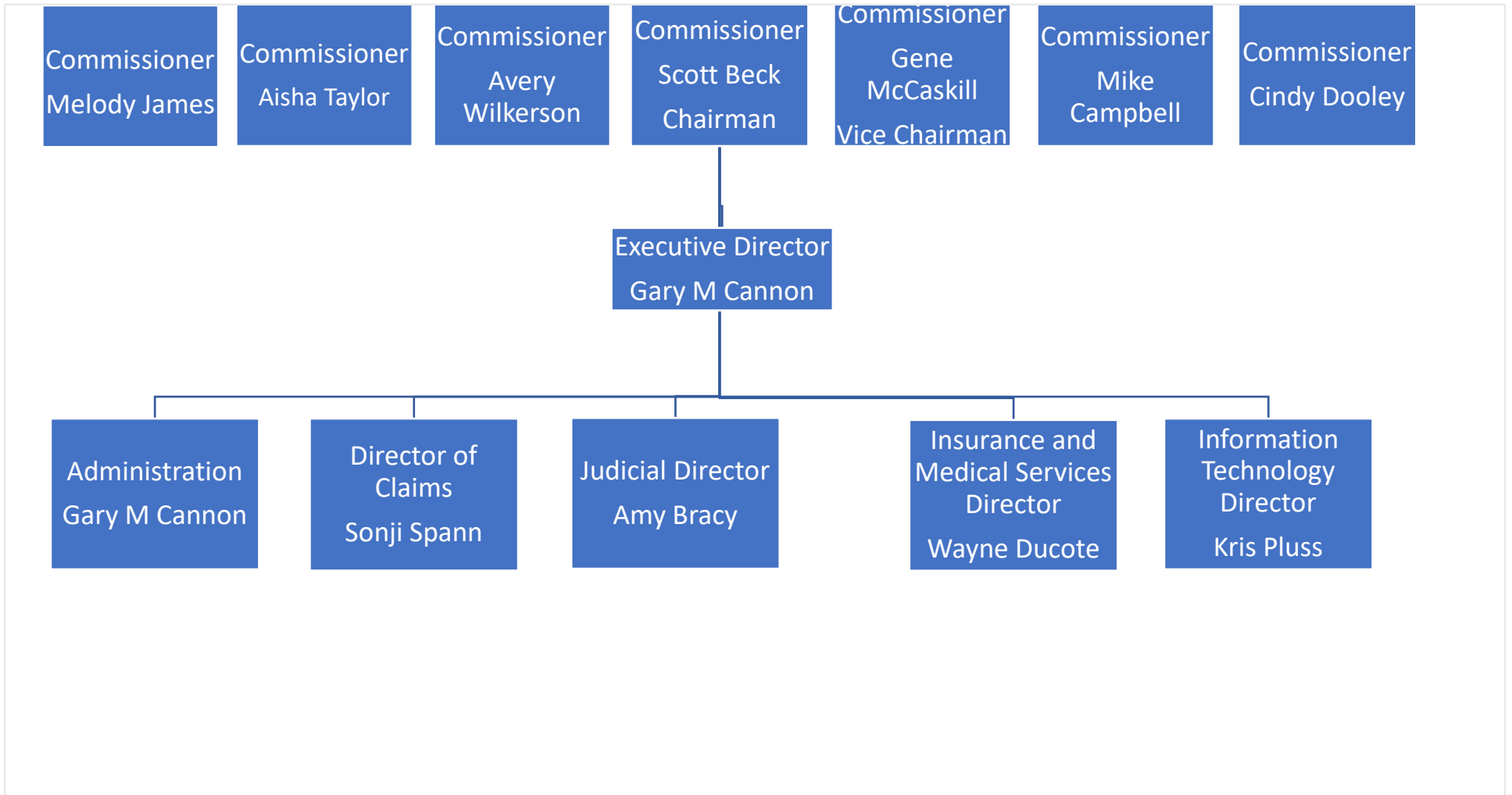
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AGENCY ORGANIZATIONAL CHART



2023

Reorganization and Compliance

as submitted for the Accountability Report by:

R080 - Worker's Compensation Commission

Primary Contact

First Name	Last Name	Role/Title	Email Address	Phone
Gary	Cannon	Executive Director	gcannon@wcc.sc.gov	803.737.5726

Secondary Contact

First Name	Last Name	Role/Title	Email Address	Phone
Kristen	McRee	Director of Administration	kmcree@wcc.sc.gov	803.737.5761

Agency Mission

Adopted in:

1997

To provide an equitable and timely system of benefits to injured workers and employers in the most responsive, accurate and reliable manner possible.

Agency Vision

Adopted in:

2009

Judiciously consider the facts of each case.
Render decisions based on application of facts to the law. Treat all stakeholders fairly and equitably and in a timely manner. Promote efficiency and effectiveness.
Remember ... a case involves a human being.

Recommendations for reorganization requiring legislative change:

None

Agency intentions for other major reorganization to divisions, departments, or programs to allow the agency to operate more effectively and efficiently in the succeeding fiscal year:

1. In August 2023, the agency moved Self-Insurance Program from the Insurance and Medical Services Department to Administration as a direct report to the Executive Director; 2. In August 2023 the agency reclassified the Human Resources Manager I position to an Administrative Manager I position, responsible for human resources, financial accounting, budgeting and procurement.

Significant events related to the agency that occurred in FY2023

Description of Event	Start	End	Agency Measures Impacted	Other Impacts
No significant events affected performance measures				

Is the agency in compliance with S.C. Code Ann. § 2-1-220, which requires submission of certain reports to the Legislative Services Agency for publication online and the State Library? (See also S.C. Code Ann. § 60-2-20).

Yes

Reason agency is out of compliance: (if applicable)

Is the agency in compliance with various requirements to transfer its records, including electronic ones, to the Department of Archives and History? See the Public Records Act (S.C. Code Ann. § 20-1-10 through 20-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).

Yes

Does the law allow the agency to promulgate regulations?

Yes

Law number(s) which gives the agency the authority to promulgate regulations:

42-3-30

Has the agency promulgated any regulations?

No

Is the agency in compliance with S.C. Code Ann. § 1-23-120 (J), which requires an agency to conduct a formal review of its regulations every five years?

Yes

(End of Reorganization and Compliance Section)

FY2023

Strategic Plan Results

as submitted for the Accountability Report by:

R080 - Worker's Compensation Commission

Goal 1 Adjudication of Claims in a timely, efficient and fair manner

Goal 2 Compliance with statutes and regulations

Goal 3 Communication and Outreach

Goal 4 Process Improvement

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.1 Comm - Approve Attorney Fee Petitions														State Objective: Government and Citizens
1.1.1	Comm - Approve Attorney Fee Petitions	8,300	8,500	7,946	Count	equal to or greater than	State Fiscal Year	Number approved	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case; attorneys and claimants	0500.010000.000	
1.2 General Counsel - Conduct legal review higher court decisions with Commissioners														State Objective: Government and Citizens
1.2.1	General Counsel - Conduct legal review higher court decisions with Commissioners	15	15	18	Count	equal to or greater than	State Fiscal Year	Number of reviews	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case; attorneys and claimants	0100.000000.000	
1.2.2	General Counsel - Provide legal counsel to individual Commissioners on specific cases	275	275	260	Count	equal to or greater than	State Fiscal Year	Number of sessions	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case; attorneys and claimants	0100.000000.000	
1.3 Judicial - Monitor mediation program														State Objective: Government and Citizens
1.3.1	Judicial - Monitor mediation program	800	854	2,017	Count	equal to or greater than	State Fiscal Year	Number of mediations scheduled and number held	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case; attorneys and claimants	0500.050000.000	
1.3.2	Judicial - Process, schedule and conduct Informal Conferences	2,500	3,000	2,932	Count	equal to or greater than	State Fiscal Year	Number of informal conferences scheduled and held	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case; attorneys and claimants	0500.050000.000	
1.3.3	Judicial - Develop business continuity for Informal Conference Program	100%	100%	100%	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case; attorneys and claimants	0500.050000.000	
2.1 IMS Review all claims filed to ensure employer has proper insurance coverage														State Objective: Government and Citizens
2.1.1	IMS Review all claims filed to ensure employer has proper insurance coverage	65,000	60,000	57,591	Count	equal to or greater than	State Fiscal Year	Number of claims reviewed	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	
2.1.2	IMS Initiate and conduct investigation if coverage not found	2,000	1,850	749	Count	equal to or greater than	State Fiscal Year	Number of investigations	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	
2.1.3	IMS Initiate legal proceedings to compel coverage	900	500	355	Count	equal to or greater than	State Fiscal Year	Number of proceedings	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	
2.1.4	IMS Partner with outside resources to obtain data to assist compliance investigations	4	4	4	Count	equal to or greater than	State Fiscal Year	Number of partnerships	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
2.1.5	IMS Conduct review of Compliance Program to ensure equity of fines assessment	100%	100%	100%	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	
2.1.6	General Counsel - Recommends changes in statute to implement fine equity	100%	100%	100%	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers	0100.000000.000	
2.2 Claims - monitor required claims forms and reports for timely and proper filing		State Objective: Government and Citizens												
2.2.1	Claims - monitor required claims forms and reports for timely and proper filing	64,000	95,000	115,570	Count	equal to or greater than	State Fiscal Year	What does the target value represent? How is monitoring being counted?	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers	1503.000000.000	
2.2.2	Claims - assess fines for violation of claims forms and reports required filing	2,500	3,000	3,413	Count	equal to or greater than	State Fiscal Year	Number of fines assessed	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers	1503.000000.000	
2.3 Self-Insurance accept, review and process applications for employers to self-insure		State Objective: Government and Citizens												
2.3.1	Self-Insurance accept, review and process applications for employers to self-insure	130	109	139	Count	equal to or greater than	State Fiscal Year	Number of applications processed	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers seeking approval to self-insure	1002.000000.000	
2.3.2	Self-Insurance monitor all self-insured employers for financial compliance	100	50	48	Count	equal to or greater than	State Fiscal Year	What does the target value represent? How is monitoring being counted?	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers seeking approval to self-insure	1002.000000.000	
2.4 IMS - Update medical fee schedules		State Objective: Government and Citizens												
2.4.1	IMS - Update medical fee schedules	3	3	3	Count	equal to or greater than	State Fiscal Year	Number of schedules updated	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers and medical service providers	1002.000000.000	
2.5 IMS - Provide timely response to medical billing questions		State Objective: Government and Citizens												
2.5.1	IMS - Provide timely response to medical billing questions	900	789	921	Count	equal to or greater than	State Fiscal Year	Number of questions responded to timely	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers and medical service providers	1002.000000.000	
3.1 Develop educational seminar for stakeholder groups to disseminate basic information about the workers' compensation system as well as informaton targeted to specific elements of stakeholder groups.		State Objective: Government and Citizens												
3.1.1	Admin, Exec Staff - Conduct Claims Administration workshops for stakeholders	2	2	1	Count	equal to or greater than	State Fiscal Year	Number of workshops	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals	0100.000000.000	
3.1.2	Admin, Exec Staff - explore alternate methods for presenting Claims workshop	100%	0%	50%	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	Agency installed cameras and microphones in the hearing and conference rooms. Now broadcast Business meetings via Zoom. Appellate Hearings held via Zoom.

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
3.1.3	Admin - Provide agency updates to stakeholder groups	10	3	13	Count	equal to or greater than	State Fiscal Year	Number of updates	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.1.4	Admin, Comm - Educational presentations to stakeholder groups, civic organizations	2	2	2	Count	equal to or greater than	State Fiscal Year	Number of presentations	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.1.5	Admin - Respond to stakeholder communications from stakeholders	8,000	3,699	2,600	Count	equal to or greater than	State Fiscal Year	Number of responses	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	In March 2023 we began using the email distribution list in the IT Legacy system, rather than the list of only those who requested to receive the emails.
3.2	Maintain data throughout year, verify data at end of year													State Objective: Government and Citizens
3.2.1	Admin - Prepare Annual and Accountability Reports	2	2	1	Count	equal to or greater than	State Fiscal Year	Number of reports	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2.2	Admin - Update and maintain e-mail list-serve mechanisms	785	759	6,277	Count	equal to or greater than	State Fiscal Year	Number of emails added to or removed from on distribution list	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	In March 2023 we began using the email distribution list in the IT Legacy system, rather than the list of only those who requested to receive the emails.
3.2.3	Admin - Publish Advisory Notices and distribute to stakeholders	50	23	27	Count	equal to or greater than	State Fiscal Year	Number of notices published	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2.4	IMS - Program to educate small businesses and insurance agents about coverage	100%	100%	100%	Percent Complete	Complete	State Fiscal Year	Target number of stakeholder agencies to benefit from information, determine best method of communication, and develop schedule for implementation	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	1002.000000.000	
3.2.5	Admin, Comm - Convene ad hoc focus groups to discuss proposed changes	100%	100%	100%	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
4.1	IT - Evaluate status of implementing Phase I IT Legacy System Modernization Project													State Objective: Government and Citizens
4.1.1	IT - Evaluate status of implementing Phase I IT Legacy System Modernization Project	100%	100%	100%	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.1.2	IT - Complete gap analysis by third party	100%	100%	100%	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.1.3	IT - Finalize dispute before State Procurement Officer	100%	100%	0%	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
4.1.4	IT - Determine next steps for development final system	100%	100%	100%	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.2 Admin - Review financial activities conducted by Commission Staff													State Objective: Government and Citizens	
4.2.1	Admin - Review financial activities conducted by Commission Staff	100%	100%	100%	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	0100.000000.000	
4.2.2	Admin - Determine opportunities for improved efficiencies	100%	100%	100%	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.3 HR - Review process improvements through attrition/succession planning													State Objective: Government and Citizens	
4.3.1	HR - Review process improvements through attrition/succession planning	100%	100%	100%	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.4 Admin - Survey stakeholders for preferred communication methods													State Objective: Government and Citizens	
4.4.1	Admin - Survey stakeholders for preferred communication methods	100%	100%	100%	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
4.5 HR - Evaluate training needs for employees													State Objective: Government and Citizens	
4.5.1	HR - Evaluate training needs for employees	100%	100%	75%	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	0100.000000.000	
4.5.2	HR - Oversee EPMS process	100%	100%	100%	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	0100.000000.000	

FY2024

Strategic Plan Development

as submitted for the Accountability Report by:

R080 - Worker's Compensation Commission

Goal 1 Adjudication of Claims in a timely, efficient and fair manner

Goal 2 Compliance with statutes and regulations

Goal 3 Communication and Outreach

Goal 4 Process Improvement

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.1 Comm - Approve Attorney Fee Petitions													
State Objective: Government and Citizens													
1.1.1	Comm - Approve Attorney Fee Petitions	8,300	8,500	Count	equal to or greater than	State Fiscal Year	Number approved	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Claimants and claimants attorneys	0500.010000.000	
1.2 General Counsel - Conduct legal review higher court decisions with Commissioners													
State Objective: Government and Citizens													
1.2.1	General Counsel - Conduct legal review higher court decisions with Commissioners	15	15	Count	equal to or greater than	State Fiscal Year	Number of reviews	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case: attorneys and claimants	0100.000000.000	
1.2.2	General Counsel - Provide legal counsel to individual Commissioners on specific cases	275	275	Count	equal to or greater than	State Fiscal Year	Number of sessions	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case: attorneys and claimants	0100.000000.000	
1.3 Judicial - Monitor mediation program													
State Objective: Government and Citizens													
1.3.1	Judicial - Monitor mediation program	800	854	Count	equal to or greater than	State Fiscal Year	Number of mediations scheduled and number held	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case: attorneys and claimants	0500.050000.000	
1.3.2	Judicial - Process, schedule and conduct Informal Conferences	2,500	3,000	Count	equal to or greater than	State Fiscal Year	Number of informal conferences scheduled and held	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case: attorneys and claimants	0500.050000.000	
1.3.3	Judicial - Develop business continuity for Informal Conference Program	100%	100%	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case: attorneys and claimants	0500.050000.000	
2.1 IMS Review all claims filed to ensure employer has proper insurance coverage													
State Objective: Government and Citizens													
2.1.1	IMS Review all claims filed to ensure employer has proper insurance coverage	65,000	60,000	Count	equal to or greater than	State Fiscal Year	Number of claims reviewed	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	
2.1.2	IMS Initiate and conduct investigation if coverage not found	2,000	1,850	Count	equal to or greater than	State Fiscal Year	Number of investigations	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	
2.1.3	IMS Initiate legal proceedings to compel coverage	900	500	Count	equal to or greater than	State Fiscal Year	Number of proceedings	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	
2.1.4	IMS Partner with outside resources to obtain data to assist compliance investigations	4	4	Count	equal to or greater than	State Fiscal Year	Number of partnerships	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	
2.1.5	IMS Conduct review of Compliance Program to ensure equity of fines assessment	100%	100%	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	
2.1.6	General Counsel - Recommends changes in statute to implement fine equity	100%	100%	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers	0100.000000.000	
2.2 Claims - monitor required claims forms and reports for timely and proper filing													
State Objective: Government and Citizens													

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
2.2.1	Claims - monitor required claims forms and reports for timely and proper filing	95,000	95,000	Count	equal to or greater than	State Fiscal Year	What does the target value represent? How is monitoring being counted?	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers	1503.000000.000	
2.2.2	Claims - assess fines for violation of claims forms and reports required filing	3,000	3,000	Count	equal to or greater than	State Fiscal Year	Number of fines assessed	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers	1503.000000.000	
2.3 Self-Insurance accept, review and process applications for employers to self-insure													State Objective: Government and Citizens
2.3.1	Self-Insurance accept, review and process applications for employers to self-insure	130	109	Count	equal to or greater than	State Fiscal Year	Number of applications processed	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers seeking approval to self-insure	1002.000000.000	
2.3.2	Self-Insurance monitor all self-insured employers for financial compliance	100	50	Count	equal to or greater than	State Fiscal Year	What does the target value represent? How is monitoring being counted?	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers seeking approval to self-insure	1002.000000.000	
2.4 IMS - Update medical fee schedules													State Objective: Government and Citizens
2.4.1	IMS - Update medical fee schedules	3	3	Count	equal to or greater than	State Fiscal Year	Number of schedules updated	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers and medical service providers	1002.000000.000	
2.5 IMS - Provide timely response to medical billing questions													State Objective: Government and Citizens
2.5.1	IMS - Provide timely response to medical billing questions	900	789	Count	equal to or greater than	State Fiscal Year	Number of questions responded to timely	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers and medical service providers	1002.000000.000	
3.1 Develop educational seminar for stakeholder groups to disseminate basic information about the workers' compensation system as well as information targeted to specific elements of stakeholder groups.													State Objective: Government and Citizens
3.1.1	Admin, Exec Staff - Conduct Claims Administration workshops for stakeholders	2	2	Count	equal to or greater than	State Fiscal Year	Number of workshops	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals	0100.000000.000	
3.1.2	Admin, Exec Staff - explore alternate methods for presenting Claims workshop	100%	0%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.1.3	Admin - Provide agency updates to stakeholder groups	10	3	Count	equal to or greater than	State Fiscal Year	Number of updates	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.1.4	Admin, Comm - Educational presentations to stakeholder groups, civic organizations	2	2	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.1.5	Admin - Respond to stakeholder communications from stakeholders	3,000	3,699	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2 Maintain data throughout year, verify data at end of year													State Objective: Government and Citizens
3.2.1	Admin - Prepare Annual and Accountability Reports	2	2	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
3.2.2	Admin - Update and maintain e-mail list-serve mechanisms	785	759	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2.3	Admin - Publish Advisory Notices and distribute to stakeholders	50	23	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2.4	IMS - Program to educate small businesses and insurance agents about coverage	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2.5	Admin, Comm - Convene ad hoc focus groups to discuss proposed changes	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
4.1	IT - Evaluate status of implementing Phase I IT Legacy System Modernization Project						State Objective: Government and Citizens						
4.1.1	IT - Evaluate status of implementing Phase I IT Legacy System Modernization Project	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.1.2	IT - Complete gap analysis by third party	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.1.3	IT - Finalize dispute before State Procurement Officer	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.1.4	IT - Determine next steps for development final system	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.2	Admin - Review financial activities conducted by Commission Staff						State Objective: Government and Citizens						
4.2.1	Admin - Review financial activities conducted by Commission Staff	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.2.2	Admin - Determine opportunities for improved efficiencies	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.3	HR - Review process improvements through attrition/succession planning						State Objective: Government and Citizens						
4.3.1	HR - Review process improvements through attrition/succession planning	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.4	Admin - Survey stakeholders for preferred communication methods						State Objective: Government and Citizens						
4.4.1	Admin - Survey stakeholders for preferred communication methods	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
4.5	HR - Evaluate training needs for employees						State Objective: Government and Citizens						

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
4.5.1	HR - Evaluate training needs for employees	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency employees	0100.000000.000	
4.5.2	HR - Oversee EPMS process	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency employees	0100.000000.000	

2023

Budget Data

as submitted for the Accountability Report by:

R080 - Worker's Compensation Commission

State Funded Program No.	State Funded Program Title	Description of State Funded Program	(Actual) General	(Actual) Other	(Actual) Federal	(Actual) Total	(Projected) General2	(Projected) Other	(Projected) Federal4	(Projected) Total
0100.000000.000	Administration	Salary and operating expenses for Executive Director.	\$ 138,686.00	\$ 186,143.00	\$ -	\$ 324,829.00	\$ 138,686.00	\$ 186,143.00	\$ -	\$ 324,829.00
0500.010000.000	Commissioners	Salary and operating expenses for Commissioners and their Administrative Assitants.	\$ 1,548,977.00	\$ 21,101.00	\$ -	\$ 1,570,078.00	\$ 1,548,977.00	\$ 21,101.00	\$ -	\$ 1,570,078.00
0500.050000.000	Management	Salary for an employrtion assigned to the Judicial staff to process documents for disputed claims.	\$ -	\$ 493,725.00	\$ -	\$ 493,725.00	\$ -	\$ 493,725.00	\$ -	\$ 493,725.00
1002.000000.000	Insurance & Medical Services	Salary and operating expenses for an employees assigned to the Insurance and Medical Services Department to review claims to ensure compliance for statutory requirement for employers to have workers' compensation insurance.	\$ 31,200.00	\$ 390,274.00	\$ -	\$ 421,474.00	\$ 31,200.00	\$ 390,274.00	\$ -	\$ 421,474.00
1503.000000.000	Claims	Salary and operating expenses assigned to the Claims Department to review required documents related to claims.	\$ 80,535.00	\$ 232,617.00	\$ -	\$ 313,152.00	\$ 80,535.00	\$ 232,617.00	\$ -	\$ 313,152.00
9500.050000.000	State Employer Contributions	State benefits for employees funded by State Funds.	\$ 628,679.00	\$ 683,871.00	\$ -	\$ 1,312,550.00	\$ 628,679.00	\$ 683,871.00	\$ -	\$ 1,312,550.00
9815.070000X000	IT Division	Funding salaries and operating expenses for the IT Department.	\$ -	\$ 344,730.00	\$ -	\$ 344,730.00	\$ -	\$ 344,730.00	\$ -	\$ 344,730.00

2023

Legal Data

as submitted for the Accountability Report by:

R080 - Worker's Compensation Commission

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY 2023
Chapter 67	State	Regulation	Regulations of the SC Workers' Compensation Commission	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Proviso 74.1	State	FY22-23 Proviso	Authority to collect and retain revenues from the Educational Seminar	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Chapter 67	State	Regulation	Regulations of the SC Workers' Compensation Commission	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Proviso 74.1	State	FY22-23 Proviso	Authority to collect and retain revenues from the Educational Seminar	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Proviso 74.2	State	FY22-23 Proviso	Authority to retain and expend revenues collected from the \$25 filing fee for hearings, settlements or motion.	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
SC Appellate court Rule 241,	State	Statute	Rules of appellate practice	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 1, Chapter 23	State	Statute	Authority of Commission for rule making and adjudication of contested cases	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 38, Chapter 1 and Chapter 7	State	Statute	Title and Definitions of Insurance, insurance fees and taxes, and fraud	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 42 Chapter 1	State	Statute	General Provisions of the Workers' Compensation Law	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 42 Chapter 3	State	Statute	Creates department, establishes terms of office, vacancies, duties of Commission. Provides authority for Commissioners to hear and decide questions arising under the Workers' Compensation Act, Provides authority of chairman and executive director, authority promulgate regulations, policies and procedures, establishes salaries of the commissioners and executive director, creation of the administrative department, requires annual budget and publication of annual report, authority to collect fines and use of proceeds, and Commissioners bound by Code of Judicial Conduct	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 42 Chapter 5	State	Statute	Establishes employer requirements for insurance, penalties, compliance requirements, and tax on self-insurers	Requires a manner of delivery	Process applications for self-insurance, monitor self insurers for compliance	No Change
Title 42 Chapter 9	State	Statute	Provides for the basis of awards for compensation and payment of compensation benefits	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 42, Chapter 11	State	Statute	Provides for procedure and entitlement to benefits in cases involving an occupational illness	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 42, Chapter 17	State	Statute	Establishes authority to conduct hearings and appeals by the Full Commission, provides authority for judicial review of decisions by the courts	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 42, Chapter 19	State	Statute	Establishes requirements for records and reports, establishes confidentiality of records in the possession of the Commission	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change

2023

Services Data

as submitted for the Accountability Report by:

R080 - Worker's Compensation Commission

Description of Service	Description of Direct Customer	Customer Name	Others Impacted by Service	Division or major organizational unit providing the service.	Description of division or major organizational unit providing the service.	Primary negative impact if service not provided.	Changes made to services during FY2023	Summary of changes to services
budget, financial, policy, administration	Commissioners, internal stakeholders, external stakeholders	WCC Commissioners, staff, attorneys, employers, insurance carriers, medical services providers	claimants	Administration	Oversight programs	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
draft legislation, proposed regulations	Commissioners, internal stakeholders, external stakeholders	WCC Commissioners, staff, attorneys, employers, insurance carriers, medical services providers	claimants	Administration	Legislative and regulatory changes	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
Ombudsman services	Claimants	Claimants	members of General Assembly	Administration	Administration	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
contract services for technology infrastructure	Internal and external stakeholders	WCC Commissioners, staff, attorneys, employers, insurance carriers, medical services providers	claimants	Administration	Information Technology	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
information technology services	Internal and external stakeholders	WCC Commissioners, staff, attorneys, employers, insurance carriers, medical services providers	claimants	Administration	Information Technology	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
Educational workshop	Internal and external stakeholders	WCC, staff, attorneys, employers, insurance carriers, medical services providers	claimants	Administration	Education/Outreach	stakeholders will not be able to comply with requirements, causing delays in service delivery to claimants and fines assessed to carriers and employers	No Change	
presentation to stakeholder groups	External Stakeholders	Attorneys, employers, insurance carriers, medical services providers	adjusters	Administration	Education/Outreach	stakeholders will not be able to comply with requirements, causing delays in service delivery to claimants and fines assessed to carriers and employers	No Change	
processing hearing requests, motions	External Stakeholders	Attorneys, employers, insurance carriers, medical services providers, claimants	claimants	Judicial	adjudication of claims	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
processing hearing requests, motions	External Stakeholders	Attorneys, employers, insurance carriers, medical services providers, claimants	claimants	Judicial	adjudication of claims	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
processing appeals	External Stakeholders	Attorneys, employers, insurance carriers, medical services providers, claimants	claimants	Judicial	adjudication of claims	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
processing of required reports	External Stakeholders	insurance carriers	claimants	Claims	Review case files	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
ensure employers have required insurance	External Stakeholders	uninsured employers	claimants	Insurance & Medical Services	Compliance	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
ensure employers have required insurance	External Stakeholders	uninsured employers	claimants	Insurance & Medical Services	Coverage	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
oversee medical payments for claimants	External Stakeholders	Medical service providers and payers	claimants	Insurance & Medical Services	Medical Fee Schedule	medical cost of system will increase or decrease in number of medical providers to injured workers; employers insurance premiums may increase	No Change	
oversight of self-insurers	External Stakeholders	employers seeking and obtaining self insurer status	claimants	Insurance & Medical Services	Self-Insurance Program	employees of self-insured employers protected if employer files bankruptcy	No Change	

2023

Partnerships Data

as submitted for the Accountability Report by:

R080 - Worker's Compensation Commission

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Federal Government	Center for Medicaid and Medicare Services	Annual data sharing for medical fee schedule	No Change
Local Government	Council of Governments	Use of courtroom facilities to conduct hearings	No Change
Non-Governmental Organization	External Consultant	Annual renewal of Medical Fee Schedule	No Change
State Government	General Assembly	approval of statutes and regulations, budget	No Change
State Government	Governor's Office	appointment of commissioners, budget approval	No Change
Non-Governmental Organization	NCCI	Data sharing for insurance coverage compliance	No Change
Local Government	SC Counties	Use of courtroom facilities to conduct hearings	No Change
State Government	SC Court System	adjudication of appeals	No Change
State Government	SC Department of Administration	MOA for financial administrative services	No Change
State Government	SC Department of Employment and Workforce	Data sharing to determine employers insurance coverage requirement	No Change
State Government	SC Department of Vocational Rehabilitation	Data sharing to provide referrals for claimants	No Change
State Government	SC Department of Vocational Rehabilitation	Use of facilities to conduct hearings	No Change
State Government	SC Division of Technology	contract services for technology infrastructure	No Change
Local Government	SC Municipalities	Use of courtroom facilities to conduct hearings	No Change

2023

Reports Data

as submitted for the Accountability Report by:

R080 - Worker's Compensation Commission

Report Name	Law Number (if applicable)	Summary of information requested in the report	Date of most recent submission DURING the past fiscal year	Reporting Frequency	Type of entity/entities	Method to access the report	Direct access hyperlink or agency contact (if not provided to LSA for posting online)	Changes to this report during the past fiscal year	Explanation why a report wasn't submitted
Small Business Minority Enterprise	Procurement Code 11-35-5240	Amount of purchases from vendors eligible as small minority business	September 2022	Quarterly	South Carolina state agency or agencies	Electronic copy available upon request	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	
SC Human Affairs Commission	S.C. Code Ann. Regs. 65-20	statistics of existing employees and new hires race and sex; and applicant pool of vacancies	September 2022	Annually	South Carolina state agency or agencies	Available on another website	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	
Recycling Report	S.C. Code Ann. 44-96-140(B)	amount of recyclable materials generated by the agency	September 2022	Annually	South Carolina state agency or agencies	Available on another website	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	

AGENCY NAME:	Workers Compensation Commission		
AGENCY CODE:	R080	SECTION:	074

2023
Accountability Report

SUBMISSION FORM

I have reviewed and approved the data submitted by the agency in the following templates:

- Data Template
 - Reorganization and Compliance
 - FY2023 Strategic Plan Results
 - FY2024 Strategic Plan Development
 - Legal
 - Services
 - Partnerships
 - Report or Review
 - Budget
- Discussion Template
- Organizational Template

I have reviewed and approved the financial report summarizing the agency’s budget and actual expenditures, as entered by the agency into the South Carolina Enterprise Information System.

The information submitted is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR <i>(SIGN AND DATE):</i> <i>(TYPE/PRINT NAME):</i>	SIGNATURE ON FILE	Signature Received: 9/13/2023 10:54 AM
	Gary M. Cannon	

BOARD/CMSN CHAIR <i>(SIGN AND DATE):</i> <i>(TYPE/PRINT NAME):</i>	SIGNATURE ON FILE	Signature Received: 9/13/2023 10:54 AM
	T. Scott Beck	