



# Annual Report

2010



IDAHO INDUSTRIAL COMMISSION



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# About Us

Although the Idaho Industrial Commission is a relatively small state agency, with 138 full-time positions, the Commission has a tremendous impact on the state and its economy.

Due to the nature of workers' compensation, the Commission touches the lives, directly or indirectly, of nearly every working Idahoan. As the agency responsible for assuring that every Idaho employer has the insurance coverage required by law, the Industrial Commission is tasked with administering the equitable balance between commerce and responsibility in the workplace that was envisioned by Idaho lawmakers at the start of the 20th century. They sought to create an environment in which no worker had to fear personal or family poverty due to a work accident, and no employer had to fear bankruptcy from lawsuits for injuries among Idaho's workers.

The Commission regulates a sector of the insurance industry that generates over

a quarter-billion dollars in premiums each year. Because these premiums are paid exclusively by employers, they reflect the economic and job climate through Idaho.

The Commission has worked closely with the Workers' Compensation Advisory Committee, the Governor's office, the Idaho State Bar and other key constituencies to develop strategies to address the pressing economic concerns of Idaho's employers. Even in these uncertain economic times, Idaho remains committed to keeping its workers' compensation system uncluttered by unneeded regulation, making Idaho an attractive market for both employers and insurers.

We have frequently used this report to express our pride in the work of the employees at the Industrial Commission. Our employees have shown tremendous dedication to the citizens they serve. Their efforts are illustrated throughout this report.

## 2010 Commissioners



R. D. Maynard  
*Chairman, Employee Member*



Thomas P. Baskin  
*Attorney Member*



Thomas E. Limbaugh  
*Employer Member*

FY10 Fiscal Activity	FY08	FY09	FY10
Workers' Compensation Revenues			
Premium Tax, Workers' Compensation	\$11,788,000	\$10,349,900	\$8,786,737
Premium Tax Penalties	\$900	\$2,700	\$199
Employer Compliance Penalties	\$630,900	\$445,200	\$492,944
Interest Earnings on Investments	\$700,600	\$656,600	\$545,964
Unemployment Appeals, Special Indemnity Fund Services	\$211,200	\$331,200	\$497,640
Miscellaneous Receipts	\$39,200	\$70,600	\$12,090*
Federal Receipts, Census of Fatal Occupational Injuries	\$3,900	\$3,400	\$3,957
Annual Seminar and Certification Program Receipts	\$32,100	\$42,200	\$33,386*
<b>TOTAL WORKERS' COMPENSATION REVENUES</b>	\$13,406,800	\$11,901,800	\$10,372,917
Workers' Compensation Disbursements			
Compensation Division	\$3,457,400	\$4,147,100	\$3,682,669
Rehabilitation Division	\$3,222,100	\$3,453,700	\$3,343,331
Adjudication Division	\$1,757,700	\$2,149,800	\$2,043,467
Division of Building Safety	\$958,800	\$788,200	\$784,615
Annual Seminar and Certification Program Expenditures	\$29,400	\$29,100	\$25,151
Federal Grant-Census of Fatal Occupational Injuries	\$3,800	\$4,100	\$3,649
<b>TOTAL WORKERS' COMPENSATION DISBURSEMENTS</b>	\$11,723,400	\$10,572,000	\$9,882,882
Peace and Detention Officer Disability Fund Reserves			
Fines Remitted by County	\$108,100	\$181,100	\$180,838
Interest Earnings on Investments	\$1,100	\$4,100	\$3,964
<b>TOTAL PEACE AND DETENTION OFFICER FUND REVENUES</b>	\$109,200	\$185,200	\$184,802
Peace and Detention Officer Disability Fund Disbursements			
Administration	N/A	\$1,400	\$563
Trustee/Benefits Payments	N/A	\$8,800	\$34,098
<b>TOTAL PEACE AND DETENTION OFFICER FUND DISBURSEMENTS</b>		\$10,200	\$34,661
Crime Victims Compensation Program Revenues			
Fines Remitted by County	\$1,933,900	\$1,797,400	\$2,173,943
Federal Grant	\$619,000	\$582,800	\$684,055 <sup>†</sup>
Restitution/Subrogation	\$387,700	\$451,300	\$469,722
Contributions/Donations	\$123,800	\$101,200	\$93,242
Miscellaneous Receipts	\$9,600	\$21,500	\$31,219
<b>TOTAL CRIME VICTIMS PROGRAM REVENUES</b>	\$3,074,000	\$2,954,200	\$3,452,181
Crime Victims Compensation Program Disbursements			
Crime Victims Administration	\$750,700	\$923,100	\$856,294
Crime Victims Trustee/Benefit, State	\$2,338,500	\$2,577,800	\$1,491,223
Crime Victims Trustee/Benefit, Federal	\$845,500	\$612,500	\$684,055 <sup>†</sup>
<b>TOTAL CRIME VICTIMS PROGRAM DISBURSEMENTS</b>	\$3,934,700	\$4,113,400	\$3,031,572
<b>TOTAL AGENCY REVENUES</b>	\$16,590,000	\$15,041,200	\$14,009,900
<b>TOTAL AGENCY DISBURSEMENTS</b>	\$15,658,100	\$14,695,600	\$12,949,115
Cash Balance, Individual Funds			
Industrial Administration Fund	\$15,950,500	\$17,247,900	\$17,729,402
Crime Victims Fund	\$1,730,800	\$601,200	\$1,021,832
Federal Grant	\$33,200	\$2,900	\$3,164
Peace and Detention Officer Disability Fund	\$109,200	\$284,100	\$434,286
Annual Seminar Account	\$50,300	\$83,300	\$71,553
<b>TOTAL CASH BALANCE, INDIVIDUAL FUNDS</b>	\$17,874,000	\$18,219,400	\$19,260,236

## Core Functions

### Adjudication Division

- Ensures the timely processing and resolution of disputed worker's 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;
- Hears appeals from determinations made by the Crime Victims Compensation Program.

### Compensation Division

- Evaluates insurance carriers requesting to write workers' compensation insurance and employers requesting to become self-insured;
- Ensures 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 (Title 72, Chapters 1-8, Idaho Code)
- Ensures that workers' compensation benefits are paid properly and timely.

### Rehabilitation Division

- Assists injured workers to maximize their medical recovery while facilitating an early return to employment, which is as close as possible to the worker's pre-injury wage and status.

### Crime Victims Compensation Program

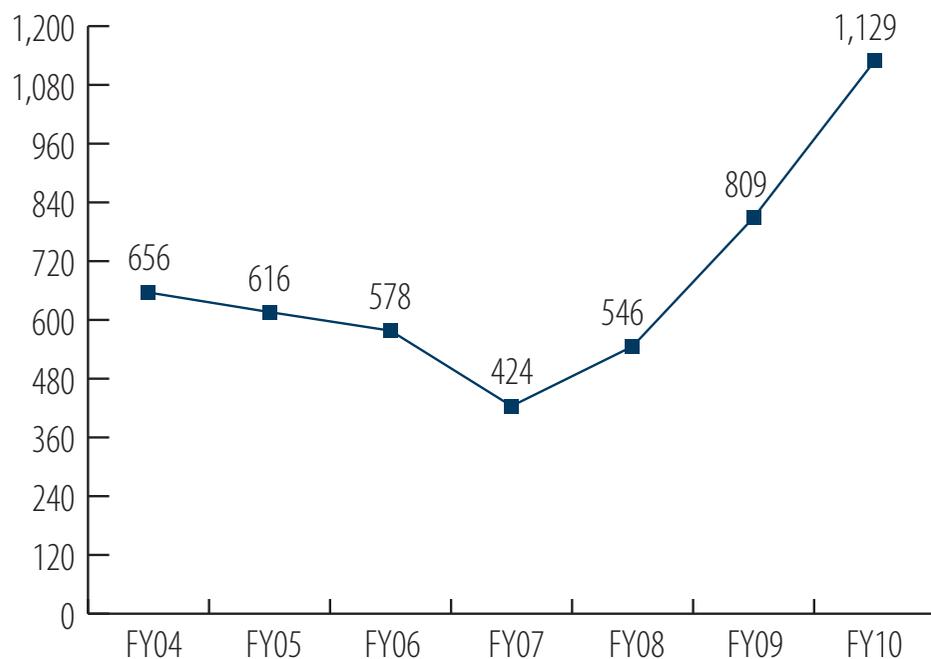
- Provides financial assistance to victims of crime for health care and related expenses incurred as a result of criminally injurious contact.

\*\$20,000 reported in FY09 was credited to the IIC in error. The State Controller's Office transferred the funds to law enforcement in FY10.

<sup>†</sup>Includes one-time stimulus grant of \$343,009.

# Adjudication Division

## Unemployment Insurance Appeals



The economic downturn has had an impact on every facet of the Commission's operations. Perhaps no division felt that impact more strongly than the Adjudication Division. The Commission is the next level reviewing authority for unemployment insurance decisions issued by the Idaho Department of Labor. Once an unemployment insurance case is heard and ruled on by an Appeals Examiner with the Department of Labor, that decision may be appealed to the Commission. With an unemployment rate of 8.8%

statewide in June (Source: Idaho Department of Labor), the Commission continues to experience an unprecedented volume in unemployment appeals. From FY09 to FY10, unemployment insurance appeals increased 40%. Despite the dramatic increase in unemployment cases, the Adjudication Division was able to exceed the federal case age standard of 40 days; the Commission's case age averaged 36 days.

## Performance Summary

- Workers' compensation cases filed decreased 7%, from 1,078 to 1,005.
- The number of workers' compensation decisions resolving cases alleging total permanent disability increased 29%.
- Requests for mediation in workers' compensation cases decreased 19%, from 1,062 to 862.
- Of the workers' compensation claims mediated, 97% resulted in full resolution.
- Unemployment appeals increased 40%, from 809 to 1,129.
- Unemployment decisions issued increased 44%, from 795 to 1,142.
- Crime victims compensation hearings held increased 425%, from 4 to 21.

FY10 Adjudication Statistics	FY08	FY09	FY10
<b>Workers' Compensation Litigation Activity</b>			
Complaints Filed	1,175	1,078	1,005
Hearings Held	102	100	100
Dismissals	266	279	251
Decisions Issued	91	87	75
<b>Appeals to the Supreme Court</b>			
Decisions Affirmed	19	23	19
Decisions Reversed/Remanded	7	6	4
Dismissed	5	1	2
Dismissed	7	12	10
<b>Workers' Compensation Mediation Activity</b>			
Claims Subject to Mediations Held	630	911	610
Claims Resolved	719	877	593
Lump Sum Settlements Approved	793	839	746
<b>Unemployment Activity</b>			
Total Appeals	546	809	1,129
Total Decisions	470	795	1,142
Reconsiderations	34	47	58

Claims and Adjudication Statistics by County	Total Employed	Claims Filed	Claims per Capita	Fatalities	TL Cases Filed	LSS Approved	Complaints Filed	Hearings Held	Dispositions
Ada	177,822	8,498	21	4	1,178	157	188	24	68
Adams	1,773	47	38	1	19	4	4	0	0
Bannock	37,088	1,409	26	1	177	26	39	1	9
Bear Lake	3,140	84	37	0	11	2	5	0	0
Benewah	3,539	243	15	1	61	8	11	0	3
Bingham	20,398	755	27	2	142	28	29	3	6
Blaine	12,117	535	23	0	94	7	17	3	10
Boise	3,116	34	92	0	4	2	1	0	0
Bonner	18,584	814	23	2	138	46	62	1	7
Bonneville	47,185	2,208	21	1	372	70	106	14	38
Boundary	3,788	134	28	0	31	12	9	0	0
Butte	1,379	36	38	0	6	0	0	0	0
Camas	554	11	50	0	1	0	0	0	0
Canyon	74,840	2,953	25	1	479	68	87	13	31
Caribou	3,236	128	25	0	17	1	6	0	3
Cassia	9,593	696	14	1	92	21	20	2	4
Clark	511	15	34	0	2	0	1	0	0
Clearwater	2,984	134	22	0	31	2	4	0	2
Custer	2,518	87	29	0	17	3	3	0	0
Elmore	10,377	318	33	0	44	6	17	0	4
Franklin	5,463	132	41	0	18	2	5	0	1
Fremont	5,109	165	31	1	32	2	2	1	2
Gem	6,219	126	49	0	21	0	3	0	1
Gooding	7,796	316	25	0	65	4	13	0	5
Idaho	6,571	224	29	0	43	7	9	1	2
Jefferson	10,586	403	26	0	66	8	10	0	5
Jerome	9,455	632	15	0	100	10	22	3	5
Kootenai	64,656	3,001	22	1	443	88	59	7	29
Latah	16,695	617	27	1	82	9	15	0	4
Lemhi	3,580	81	44	0	11	2	3	1	2
Lewis	1,617	61	27	0	16	6	6	0	0
Lincoln	2,256	65	35	1	11	1	2	0	2
Madison	14,996	586	26	1	60	9	14	2	2
Minidoka	8,741	447	20	0	64	16	15	0	1
Nez Perce	17,351	1,142	15	0	231	37	50	4	12
Oneida	2,073	25	83	0	7	0	1	0	0
Out of State	N/A	265	0	1	53	6	22	1	14
Owyhee	4,022	173	23	0	29	4	5	2	8
Payette	9,682	304	32	1	59	7	10	2	5
Power	3,298	166	20	0	26	2	13	0	3
Shoshone	5,380	319	17	2	63	3	4	2	2
Teton	4,754	133	36	0	24	14	8	1	0
Twin Falls	36,234	2,029	18	0	300	45	72	7	24
Valley	4,053	201	20	0	31	6	9	4	2
Washington	4,432	277	16	1	55	3	4	1	4
<b>STATE TOTALS*</b>	<b>689,561</b>	<b>31,704</b>	<b>22</b>	<b>24</b>	<b>4,935</b>	<b>766</b>	<b>1,009</b>	<b>101</b>	<b>326</b>

\*Does not include claims where the county was not identified.

# Benefits Administration

## Performance Summary

- In FY10, over 31,000 claims were filed for job-related injuries, a 14% reduction from FY09. Full-time positions and workloads have been adjusted accordingly.
- The Commission's four Compensation Consultants respond to over 8,000 phone inquiries each year—most from injured workers—advising claimants of their rights and engaging in informal mediation with the claims adjuster.
- The number of audits conducted by Compensation Consultants increased 42% in FY10. Formal and informal surety audits are conducted to ensure prompt payment of benefits, review and audit employer's claim-reporting practices, review and make recommendations to the Commission on non-mediated Lump Sum Settlements (LSS) and associated attorney fees, and conduct outreach training to constituents.
- As part of its outreach efforts, the Commission conducted four Certified Idaho Workers' Compensation Specialist (CIWCS) courses, which included a two-day Foundation Level course and a three-day Advanced Level course.
- Claims personnel review all closing-documents ("Summaries") to ensure the benefits payments are made accurately even on claims where no prior contact was made with the Commission. They also review Change of Status notices as received, entering the pertinent information into the Commission data system, where basic information on 1,333,072 claims is currently stored.

FY 10 Claims & Fatalities by Industry	Claims	Deaths
Health Care and Social Assistance	4,255	0
Retail Trade	3,986	0
Manufacturing	3,284	3
Public Administration	2,820	4
Construction	2,652	1
Educational Services	1,904	0
Agriculture, Forestry, Fishing and Hunting	1,743	5
Waste Management and Remediation	1,691	1
Accommodation and Food Services	1,664	1
Other Industries	7,673	9
<b>TOTAL (All Industries)</b>	<b>31,672</b>	<b>24</b>

FY 10 Claims Statistics	FY08	FY09	FY10
<b>Compensable Time-Loss*</b>			
Claims Still Open	9,061	7,928	6,757
Claims Closed	6,462	6,248	6,264
Medical Paid on Claims Closed (Non-LSS)	\$72,145,598	\$75,297,335	\$87,525,541
Average per Claim Closed (Non-LSS)	\$11,164	\$12,051	\$13,972
Indemnity Paid on Claims Closed (Non-LSS)	\$38,617,144	\$39,699,325	\$44,443,458
Average per Claim Closed (Non-LSS)	\$5,976	\$6,353	\$7,085
Surety Audits Conducted	6	14	20
Audit Findings of Non-Compliance	2	10	18
Medical Provider Presentations	2	1	12
Attendees at Medical Provider Presentations	26	11	76
Employer Non-Reporting Advise Letters Sent	59	62	64
CIWCS Courses Held	2	5	4
CIWCS Certifications Issued	22	39	58
Re-Certifications Issued (Required every 3 years)	10	31	51
Certifications Since Inception	339	370	421
CIWCS Revenues	\$7,790	\$13,793	\$9,431
CIWCS Costs	\$2,956	\$10,223	\$6,189
CIWCS Attendee Average Evaluation Scores (Scale 1-5)	4.49	4.62	4.54
Complaint Forms Provided to Claimants	N/A	N/A	264
First Report of Injury Forms Provided per Inquiries	N/A	N/A	270
Lump Sums Reviewed	886	892	779
Lump Sums Placed on Hold for Additional Information	135	185	309
Lump Sums Requiring Advanced-Level Review	12	24	29
Lump Sums Closed Within 14 Days	69.0%	73.9%	71.8%
Underpayments, Identified on Summaries, Paid	\$63,159	\$43,256	\$71,165
Records Search Requests	3,341	3,084	2,239
Records Claims Searched	7,566	7,984	6,289
Records Amount Billed	\$10,091	\$9,699	\$6,548
Incoming Calls Handled by Reception Desk	N/A	N/A	29,022

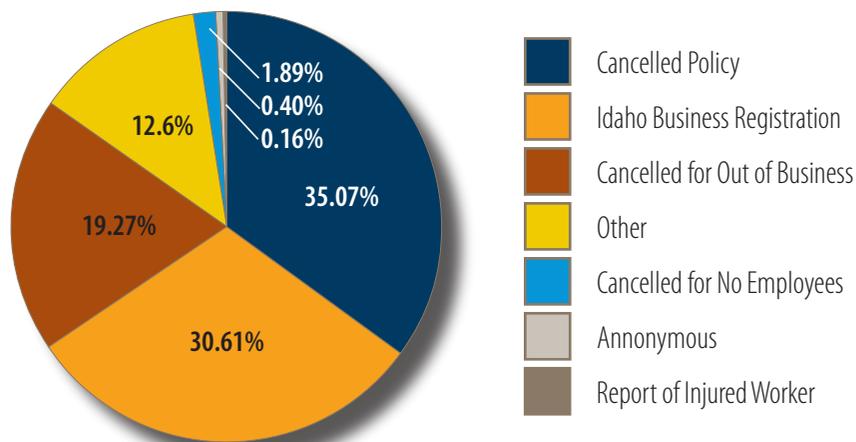
\* Revised from prior years.

# Top 20 Sureties by Premium Earned

Surety Name	Premium Earned	Employers Covered	Claims Filed	Indemnity Paid	Medical Only Claims Paid			Indemnity Claims	Time-Loss Claims Paid			
					Claims	Total Paid	Average Paid		Indemnity		Medical	
									Paid	Average	Paid	Average
Liberty Northwest Ins. Co.	\$37,615,569	1,453	3,702	\$24,987,318	3,522	\$2,780,681	\$790	1,615	\$10,647,380	\$6,593	\$14,339,938	\$8,879
Zurich American Ins. Co.	\$13,128,973	441	830	\$2,679,931	570	\$475,334	\$834	179	\$1,189,213	\$6,644	\$1,490,718	\$8,328
New Hampshire Ins. Co.	\$8,976,380	252	797	\$464,760	619	\$62,179	\$100	152	\$199,710	\$1,314	\$265,050	\$1,744
Liberty Ins. Corp.	\$8,748,415	206	614	\$4,689,908	168	\$135,919	\$809	183	\$2,059,750	\$11,255	\$2,630,158	\$14,372
Travelers Property Casualty Co. of America	\$8,620,630	542	620	\$625,596	111	\$103,961	\$937	56	\$254,916	\$4,552	\$370,680	\$6,619
Advantage Workers Compensation Ins. Co.	\$8,406,036	500	1,005	\$5,438,786	962	\$794,083	\$825	400	\$2,502,366	\$6,256	\$2,936,420	\$7,341
Ace American Ins. Co.	\$7,176,293	151	529	\$3,096,987	512	\$345,137	\$674	812	\$0	\$0	\$3,096,987	\$3,814
Ins. Co. of the State of Pennsylvania	\$7,031,492	248	805	\$836,350	534	\$111,893	\$210	137	\$359,384	\$2,623	\$476,966	\$3,482
Employers Compensation Ins. Co.	\$6,096,370	540	649	\$3,017,088	743	\$552,624	\$744	241	\$1,138,519	\$4,724	\$1,878,569	\$7,795
Indemnity Ins. Co. of Nebraska (NEW)	\$4,325,827	124	465	\$2,425,331	569	\$321,343	\$565	898	\$13,729	\$15	\$2,411,602	\$2,686
Associated Loggers Exchange	\$4,193,857	323	97	\$3,246,442	76	\$71,507	\$941	290	\$1,709,331	\$5,894	\$1,537,110	\$5,300
National Union Fire Ins. Co. of Pittsburgh	\$4,113,681	152	296	\$2,015,679	251	\$269,671	\$1,074	38	\$866,148	\$22,793	\$1,149,531	\$30,251
Tower Ins. Co. of New York	\$3,992,161	360	414	\$1,819,986	282	\$193,558	\$686	184	\$527,403	\$2,866	\$1,292,583	\$7,025
Workers Compensation Exchange	\$3,700,132	0	125	\$2,974,659	82	\$47,912	\$584	129	\$1,410,721	\$10,936	\$1,563,937	\$12,124
Wausau Underwriters Ins. Co.	\$2,829,080	154	90	\$1,009,171	255	\$233,089	\$914	42	\$459,588	\$10,943	\$549,582	\$13,085
Sentry Ins., A Mutual Co.	\$2,464,883	136	330	\$1,504,305	376	\$206,201	\$548	225	\$618,994	\$2,751	\$885,311	\$3,935
Hartford Ins. Co. of the Midwest	\$2,226,041	193	208	\$505,307	172	\$175,081	\$1,018	40	\$141,357	\$3,534	\$363,950	\$9,099
Employers Ins. Co. of Wausau	\$1,895,519	65	44	\$1,906,430	86	\$125,465	\$1,459	80	\$731,988	\$9,150	\$1,174,443	\$14,681
Twin City Fire Ins. Co.	\$1,585,730	971	187	\$357,804	157	\$112,680	\$718	22	\$71,698	\$3,259	\$286,106	\$13,005
U.S. Fidelity & Guaranty Co.	\$1,565,493	18	49	\$123,797	11	\$7,321	\$666	8	\$90,125	\$11,266	\$33,672	\$4,209
<b>TOTAL FOR ALL PRIVATE INSURERS(356)</b>	<b>\$164,585,544</b>	<b>14,971</b>	<b>14,878</b>	<b>\$79,126,385</b>	<b>12,761</b>	<b>\$9,781,822</b>	<b>\$767</b>	<b>9,657</b>	<b>\$30,998,903</b>	<b>\$3,210</b>	<b>\$48,127,482</b>	<b>\$4,984</b>
State Ins. Fund	\$154,030,102	41,130	15,367	\$113,093,830	13,712	\$12,595,657	\$919	5,623	\$49,498,550	\$8,803	\$63,595,280	\$11,310
Self-Insured Employers (25)	\$26,953,975	25	2,425	\$13,451,322	2,212	\$1,772,782	\$801	994	\$4,593,236	\$4,621	\$8,858,086	\$8,912
<b>TOTAL FOR ALL INSURERS</b>	<b>\$345,569,621</b>	<b>56,126</b>	<b>32,670</b>	<b>\$205,671,536</b>	<b>28,685</b>	<b>\$24,150,260</b>	<b>\$842</b>	<b>16,274</b>	<b>\$85,090,689</b>	<b>\$5,229</b>	<b>\$120,580,848</b>	<b>\$7,409</b>

# Employer Compliance Division

## Referral Source for Investigations



A slow economic recovery continues to impact Idaho businesses. New business registrations decreased 6% from FY09 and over 25% from FY08. Correspondence sent by the department to potential uninsured employers decreased 24% and investigation referrals

decreased 6.7%, from 7,202 to 6,727. Cancellations due to business closure almost doubled from FY09 to FY10. There is a resounding message from business owners that these are tough times and they are forced to make tough decisions to stay in business.

## Performance Summary

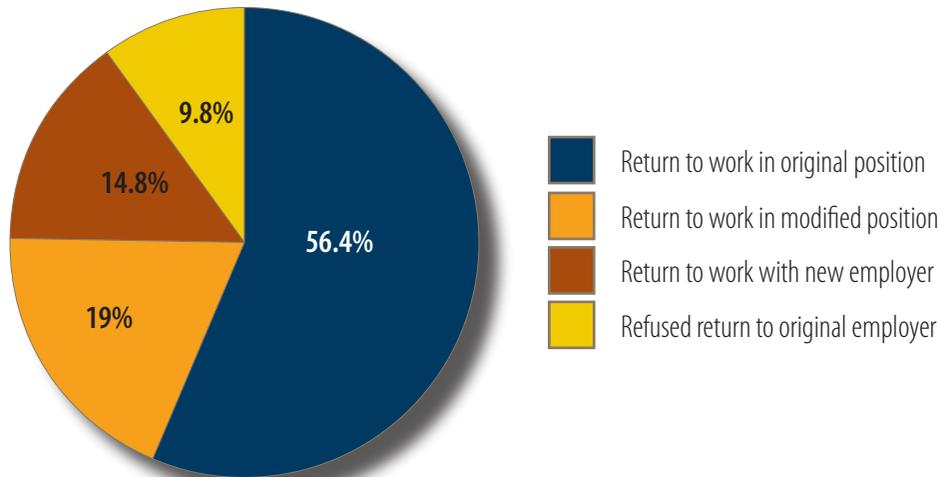
- The Commission implemented a credit card payment option which produced close to \$16,000 in penalty payments during the last four months of FY10.
- Only 5% of the 145,120 proof of coverage transactions received during FY10 required manual processing.
- Over 33,000 users accessed the coverage verification service on the Commission's website and conducted over 111,000 searches for employers' workers' compensation insurance coverage.
- 12,646 employees became covered by

- workers' compensation insurance as a result of contact by the Employer Compliance Division.
- 1,729 employers obtained insurance as a result of Employer Compliance investigations.
- The Compliance Department implemented a review process by the Commissioners if an employer disagrees with a penalty assessment for operating their business without Idaho workers' compensation coverage.

FY10 Compliance Statistics	FY08	FY09	FY10
<b>New Business Registrations Received</b>	10,861	9,199	8,648
<b>Correspondence to Potential Uninsured Employers</b>	20,102	20,252	15,462
<b>Referred for Investigation</b>			
Region 1	1,682	1,346	1,281
Region 2	4,871	3,892	3,491
Region 3	2,500	1,969	1,955
<b>TOTAL</b>	<b>9,053</b>	<b>7,207</b>	<b>6,727</b>
<b>Change from Previous Year</b>	<b>+17.4%</b>	<b>-20.4%</b>	<b>-6.7%</b>
<b>Investigations by Industry</b>			
Farming	245	203	193
Mining	22	22	24
Utilities	12	6	4
Construction	1,587	1,207	1,133
Manufacturing	318	226	203
Wholesale Trade	338	238	237
Retail Trade	794	644	568
Transportation and Warehousing	261	205	207
Information	123	133	131
Finance and Insurance	309	196	178
Real Estate and Rental and Leasing	279	190	164
Professional, Scientific, and Technical Services	807	562	523
Management of Companies and Enterprises	30	19	24
Waste Management and Remediation Services	489	389	336
Educational Services	80	77	69
Health Care and Social Assistance	347	300	332
Arts, Entertainment, and Recreation	140	111	110
Accommodations and Food Services	570	523	549
Other Services	458	355	317
Public Administration	6	5	17
Unclassified	1,838	1,591	1,408
<b>TOTAL</b>	<b>9,053</b>	<b>7,202</b>	<b>6,727</b>
<b>Results of Investigation</b>			
Coverage Received	2,630	2,090	1,729
Exempt	969	542	322
Insurance Not Required	4,450	3,830	3,882
Failed to Obtain/Referred for Legal Action	364	355	338

# Rehabilitation Division

## Employment Status of Rehabilitated Cases



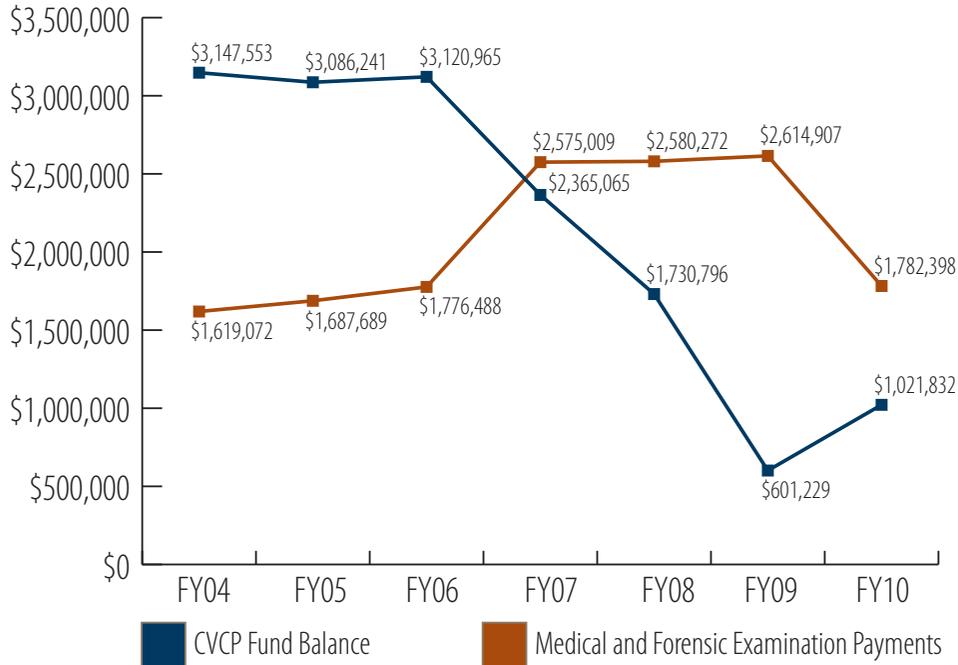
## Performance Summary

- In an economic downturn and period of declining wages, the Rehabilitation Division successfully assisted 91% of workers in returning to 90% of their pre-injury wage.
- The average number of days from referral to pre-job evaluation decreased, from 9.4 days to 8 days.
- The Rehabilitation Division is committed to returning injured workers to their time-of-injury employers. During FY10, 79% of rehabilitated workers went back to their original employers.
- Located in eleven field offices across the state, the Rehabilitation staff has developed an innovative partnership with industry, labor, medical providers and community resources in each area. During FY10, the Rehabilitation Division increased direct education to employers, medical providers, and others involved with worker's compensation. This was initiated by first providing all consultants with training in marketing and then educating external customers on how to best utilize the division's services. These efforts increased the diversity in referral sources. Efforts included presentations to numerous community resource groups, medical providers working in the workers' compensation industry, and participation at information fairs throughout the state.
- Employer referrals increased from 2.55% to 12.5% in FY10. Direct contacts with employers let them know there is no additional cost to the employer, insurance company, or employee when a Rehabilitation Consultant is involved with a claim.
- Statewide training focused on improving labor market reports. The labor market report is a summation of the vocational options and salary earning potential a claimant has after an injury. Based upon their skills, interests and permanent physical capabilities, Labor Market Reports are reviewed by regional managers using criteria and validity standards developed by our Certified Rehabilitation Counselors (CRC). Injured workers are assisted using the best technology available by highly qualified Rehabilitation Consultants working for the Rehabilitation Division.

FY10 Rehabilitation Statistics	FY08	FY09	FY10
<b>Time Loss Claims</b>	6,787	5,638	4,935
<b>Provided Rehabilitation Services</b>	3,472	3,477	3,319
<b>New Referrals</b>	2,505	2,393	2,291
Eligible for Services	2,275	2,188	2,098
Not Eligible for Services	230	205	193
<b>Rehabilitated</b>	1,454	1,377	1,239
<b>Referral Source</b>			
Employer	3.47%	2.55%	12.5%
Insurance Company	83.59%	82.16%	76.50%
Self-Referral	5.75%	6.85%	7.5%
Medical Provider	4.36%	4.79%	3.5%
<b>Return to Work with Time of Injury Employer</b>	64%	67%	79%
% of Claimants Returned to Time of Injury Employer			
<b>Obtain Pre-Injury Wage for Rehabilitated Workers</b>	89%	89%	91%
% of Claimants Returned to 90% of Pre-Injury Wage			

# Crime Victims Compensation

## Fund Balance vs. Payments



The Crime Victims Compensation Fund is funded primarily through fines assessed on criminal convictions in Idaho. In FY07 there was a 45% increase in medical and forensic examination expenses that began consuming the Fund at a significant annual rate. To help control rising medical costs, the program issued a temporary reduction in all payments in FY08 and then implemented a permanent fee schedule in FY10 to better manage payments for treatment and examinations. Also, to help supplement the dwindling fund, the 2009 Legislature

approved an increase in fines assessed on convictions and increased the program's appropriation to allow for additional funding through federal grants. The increase in fines, the cost containment measures and increased federal grant funding have helped the fund to rebound in FY10, posting a 70% improvement over the previous year. As cost containment measures and funding mature, it is anticipated the fund will continue to experience positive growth in the coming years.

## Performance Summary

- Since the second recovery officer was hired in FY09, recovery from restitution, subrogation, and refunds increase 26%, despite a downturn economy. The revenue generated by investing in a second recovery officer (FY10-\$205,090) exceeded the costs associated with that position (FY10-\$34,256) by 498%. The program anticipates sustained increases in recovery since implementing a credit card payment system and expanding collection activities.
- Legislative funding changes in FY09 resulted in a 20% increase in fines paid into the fund from offenders convicted in Idaho, despite a difficult economy.
- By filling vacant positions in the Commission's Fiscal Department and in the CVCP, staff were able to catch up the backlog of cases in FY09 and to return to normal claims processing volume in FY10. The absence of a backlog and efforts to contain rising benefit payments in FY10 accounted for approximately \$1 million less in payments than in FY09.
- The program expended the entirety of the \$343,009 received from the American Recovery and Reinvestment Act on services and treatment for victims of crime. No funds were used for administrative expenses.

FY10 Crime Victims Compensation Statistics	FY08	FY09	FY10
<b>Crime Victim Cases</b>			
Cases Filed	2,403	2,384	2,332
Family Assistance Applications Filed	251	297	259
Eligibility Decisions Made	2,208	2,163	1,945
Awards Made	1,638	1,562	1,390
Denials Made	572	600	555
<b>Appeals Summary</b>			
Total Appeals Filed	49	76	85
Bureau Chief Reconsiderations	44	72	64
Hearings	5	4	21

County	General Claims	General with SAE	SAE Only	Total Claims	General Approved	General Denied	SAE Paid	General Paid	Fines Collected	Restitution
Ada	356	318	25	699	391	182	\$76,428	\$492,557	\$592,757	\$59,490
Adams	5	2	0	90	5	1	\$0	\$5,060	\$10,745	\$704
Bannock	67	11	12	6	64	16	\$5,513	\$196,389	\$132,985	\$9,181
Bear Lake	5	0	1	0	5	0	\$1,100	\$383	\$8,276	\$960
Benewah	0	0	0	30	1	0	\$0	\$4,855	\$9,548	\$3,566
Bingham	16	11	3	25	19	4	\$444	\$6,931	\$58,591	\$30,047
Blaine	15	10	0	13	13	9	\$1,278	\$23,483	\$20,340	\$7,973
Boise	7	5	1	28	7	2	\$0	\$5,323	\$13,047	\$2,125
Bonner	19	5	4	107	18	3	\$4,908	\$100,849	\$50,826	\$5,488
Bonneville	41	47	19	9	64	17	\$11,833	\$107,556	\$130,050	\$11,311
Boundary	7	2	0	2	8	2	\$116	\$7,601	\$16,025	\$468
Butte	0	1	1	2	1	0	\$520	\$0	\$3,157	\$36
Camas	2	0	0	470	2	0	\$0	\$0	\$1,135	\$0
Canyon	352	107	11	3	328	113	\$40,317	\$330,468	\$222,728	\$27,033
Caribou	1	1	1	27	2	0	\$367	\$260	\$9,770	\$0
Cassia	11	15	1	2	15	4	\$89	\$10,078	\$45,013	\$4,420
Clark	2	0	0	8	0	0	\$0	\$0	\$1,734	\$0
Clearwater	8	0	0	2	4	2	\$0	\$18,289	\$15,346	\$3,146
Custer	0	2	0	58	2	0	\$120	\$176	\$3,987	\$225
Elmore	17	37	4	4	20	23	\$1,843	\$10,166	\$31,948	\$1,044
Franklin	3	0	1	7	2	1	\$0	\$83	\$15,575	\$0
Fremont	3	4	0	16	6	0	\$240	\$532	\$16,211	\$388
Gem	4	12	0	41	9	8	\$1,684	\$8,620	\$18,194	\$1,001
Gooding	18	19	4	9	24	6	\$3,936	\$52,229	\$20,139	\$4,677
Idaho	6	3	0	17	4	4	\$1,033	\$9,085	\$20,186	\$2,790
Jefferson	6	9	2	48	13	2	\$1,328	\$6,232	\$27,757	\$703
Jerome	31	16	1	141	32	12	\$10,420	\$21,827	\$54,618	\$9,599
Kootenai	122	12	7	29	93	19	\$7,107	\$221,780	\$180,834	\$43,924
Latah	20	5	4	13	17	6	\$4,051	\$41,231	\$37,203	\$7,005
Lemhi	11	2	0	2	7	5	\$520	\$10,755	\$6,884	\$275
Lewis	2	0	0	20	2	0	\$0	\$3,184	\$6,600	\$0
Lincoln	8	11	1	21	9	4	\$1,780	\$12,997	\$6,354	\$485
Madison	7	8	6	32	6	5	\$760	\$1,548	\$14,761	\$2,889
Minidoka	13	17	2	41	19	6	\$1,853	\$49,215	\$32,287	\$2,682
Nez Perce	38	3	0	4	27	15	\$849	\$14,489	\$85,805	\$8,274
Oneida	1	3	0	3	4	1	\$160	\$1,148	\$7,273	\$273
Out-of-State	2	0	1	6	0	3	\$0	\$0	\$0	\$0
Owyhee	5	1	0	48	4	5	\$475	\$3,168	\$13,030	\$4,405
Payette	16	32	0	4	27	15	\$4,119	\$13,670	\$38,742	\$820
Power	2	2	0	9	3	1	\$338	\$0	\$14,366	\$591
Shoshone	9	0	0	9	7	2	\$0	\$13,755	\$20,187	\$701
Teton	2	4	3	169	2	5	\$1,040	\$1,612	\$9,132	\$289
Twin Falls	75	80	14	16	88	39	\$19,920	\$144,665	\$109,368	\$15,190
Unknown	0	0	16	23	0	0	\$0	\$0	\$0	\$0
Valley	10	13	0	12	9	9	\$924	\$8,650	\$25,581	\$5,963
Washington	6	6	0		7	4	\$1,845	\$5,120	\$14,857	\$3,474
<b>STATE TOTALS</b>	<b>1,351</b>	<b>836</b>	<b>145</b>	<b>2,332</b>	<b>1390</b>	<b>555</b>	<b>\$209,258</b>	<b>\$1,966,020</b>	<b>\$2,173,943</b>	<b>\$283,612</b>

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