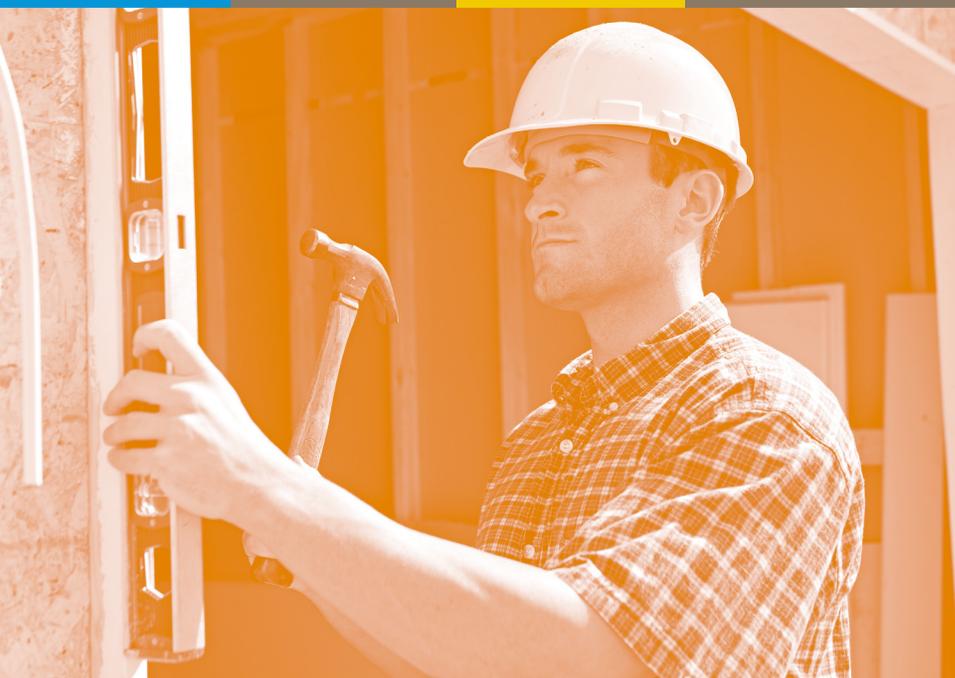


Annual Report

2011



IDAHO INDUSTRIAL COMMISSION

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About Us

iven the nature of workers' compensation, the Industrial Commission touches the lives, directly or indirectly, of nearly every working Idahoan. The Industrial Commission is responsible for implementing the underlying quid pro quo of workers' compensation; in exchange for surrendering their rights to pursue a claim for full damages against an employer at common law, injured workers were, in turn, assured sure and certain relief for workplace injuries without the need to prove employer fault. The Industrial Commission administers this agreement between labor and industry, an agreement nearly a century old, under which industry may prosper while injured workers are guaranteed medical treatment and compensation for their injuries.

In the past year 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.

This report shows trends and current conditions regarding workers' compensation, unemployment appeals, and crime victims compensation as well as notable accomplishments. We also use this report to express our pride in the work of the employees at the Industrial Commission. Commission employees continue to show tremendous dedication to the citizens they serve. Their efforts are illustrated throughout this report.

Our Mission:

To impartially and efficiently administer the Idaho Workers' Compensation Law in a manner that ensures compliance with insurance requirements, timely dispute resolution, prompt and accurate benefit payments, and quality vocational rehabilitation services for injured workers.

To provide timely and consistent judicial review of cases appealed from the Idaho Department of Labor under the Employment Security Law.

To assist innocent victims of crime recover from the devastating effects of crime by providing financial assistance in accordance with state and federal law.

2011 Commissioners



Thomas E. Limbaugh
Chairman, Employer Member



Thomas P. Baskin
Attorney Member



R. D. Maynard
Employee Member

Fiscal Activity	FY09	FY10	FY11
Workers' Compensation Revenues			
Premium Tax, Workers' Compensation	\$10,349,900	\$8,786,737	\$8,565,731
Premium Tax Penalties	\$2,700	\$199	\$2,484
Employer Compliance Penalties	\$445,200	\$492,944	\$558,431
Interest Earnings on Investments	\$656,600	\$545,964	\$507,889
Unemployment Appeals, Special Indemnity Fund Services	\$331,200	\$497,640	\$626,031
Miscellaneous Receipts	\$70,600	* \$12,090	\$31,312
Federal Receipts, Census of Fatal Occupational Injuries	\$3,400	\$3,957	\$3,085
Annual Seminar and Certification Program Receipts	\$42,200	* \$33,386	\$40,250
TOTAL WORKERS' COMPENSATION REVENUES	\$11,901,800	\$10,372,917	\$10,335,214
Workers' Compensation Disbursements			
Compensation Division	\$4,147,100	\$3,682,669	\$3,584,703
Rehabilitation Division	\$3,453,700	\$3,343,331	\$3,221,036
Adjudication Division	\$2,149,800	\$2,043,467	\$2,065,922
Division of Building Safety	\$788,200	\$784,615	\$886,137
Annual Seminar and Certification Program Expenditures	\$29,100	\$25,151	\$29,904
Federal Grant-Census of Fatal Occupational Injuries	\$4,100	\$3,649	\$3,672
TOTAL WORKERS' COMPENSATION DISBURSEMENTS	\$10,572,000	\$9,882,882	\$9,791,375
Peace and Detention Officer Disability Fund Reserves			
Fines Remitted by County	\$181,100	\$180,838	\$160,657
Interest Earnings on Investments	\$4,100	\$3,964	\$4,418
TOTAL PEACE AND DETENTION OFFICER FUND REVENUES	\$185,200	\$184,802	\$165,075
Peace and Detention Officer Disability Fund Disbursements			
Administration	\$1,400	\$563	\$1,460
Trustee/Benefits Payments	\$8,800	\$34,098	\$105,873
TOTAL PEACE AND DETENTION OFFICER FUND DISBURSEMENTS	\$10,200	\$34,661	\$107,332
Crime Victims Compensation Program Revenues			
Fines Remitted by County	\$1,797,400	\$2,173,943	\$2,226,524
Federal Grant	\$582,800	† \$684,055	\$458,634
Restitution/Subrogation	\$451,300	\$469,722	\$390,199
Contributions/Donations	\$101,200	\$93,242	\$66,894
Miscellaneous Receipts	\$21,500	\$31,219	\$54,021
TOTAL CRIME VICTIMS PROGRAM REVENUES	\$2,954,200	\$3,452,181	\$3,196,272
Crime Victims Compensation Program Disbursements			
Crime Victims Administration	\$923,100	\$856,294	\$835,722
Crime Victims Trustee/Benefit, State	\$2,577,800	\$1,491,223	\$1,626,123
Crime Victims Trustee/Benefit, Federal	\$612,500	† \$684,055	\$458,634
TOTAL CRIME VICTIMS PROGRAM DISBURSEMENTS	\$4,113,400	\$3,031,572	\$2,920,479
TOTAL AGENCY REVENUES	\$15,041,200	\$14,009,900	\$13,696,560
TOTAL AGENCY DISBURSEMENTS	\$14,695,600	\$12,949,115	\$12,819,186
Cash Balance, Individual Funds			
Industrial Administration Fund	\$17,247,900	\$17,729,402	\$20,140,001
Crime Victims Fund	\$601,200	\$1,021,832	\$1,297,625
Federal Grant	\$2,900	\$3,164	\$2,578
Peace and Detention Officer Disability Fund	\$284,100	\$434,286	\$492,028
Annual Seminar Account	\$83,300	\$71,553	\$81,898
TOTAL CASH BALANCE, INDIVIDUAL FUNDS	\$18,219,400	\$19,260,236	\$22,014,130

Core Functions

Adjudication Division

- Ensures the timely processing and resolution of disputed workers' compensation claims and medical fees;
- Provides an alternative method of resolving workers' compensation 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

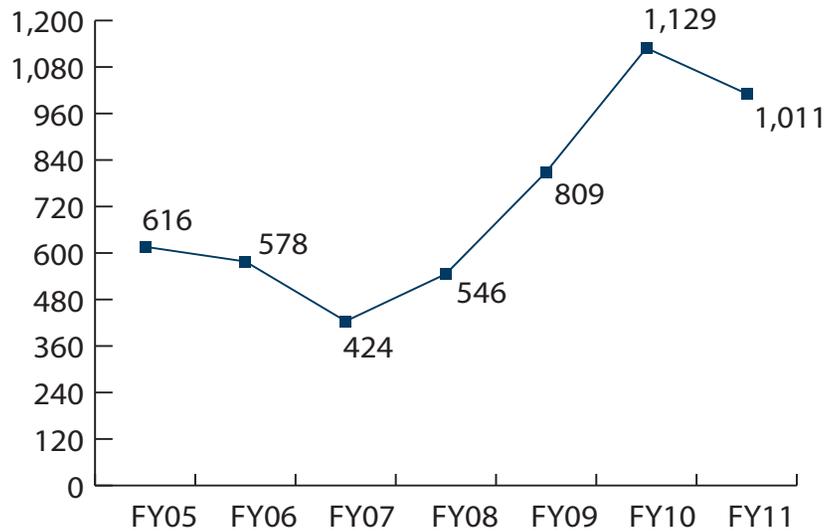
- Provides financial assistance to victims of crime for health care and related expenses incurred as a result of criminally injurious contact.

*\$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.

†Includes one-time stimulus grant of \$343,009.

Adjudication Division

Unemployment Insurance Appeals



The economic downturn and slow recovery have had a great impact within the Commission with perhaps the largest impact on the Adjudication Division. As 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, the decision may be appealed to the Commission. With an unemployment rate of 9.4% statewide in June (Source: Bureau of Labor Statistics), the Commission continues to experience a high volume of unemployment appeals, 1,011 for FY11. In

spite of the high number of unemployment appeals, the Adjudication Division was able to exceed the federal case age standard of 40 days. Idaho's decision promptness ranks 8th in the nation with a case age average of 34 days.

The slow economic recovery appears to have also prompted an increase in the number of hearings in complex workers' compensation cases. The percentage of workers' compensation decisions resolving cases alleging total permanent disability has increased in both of the last fiscal years, 29% from FY09 to FY10, and 12% from FY10 to FY11.

Performance Summary

- The number of workers' compensation complaints filed decreased 7.4% from 1,005 to 931.
- Workers' Compensation hearings held increased 16% from 100 hearings in FY10 to 116 hearings in FY11. The number of workers' compensation decisions resolving cases alleging total permanent disability increased 12%.
- Unemployment decisions issued decreased 10%, from 1,142 to 1,025.
- Requests for mediation in workers' compensation cases decreased 8%, from 865 to 794, however mediations held increased 7% from 610 to 653.
- Of the workers' compensation claims mediated, 93% resulted in full resolution.
- Crime victims compensation hearings held decreased 62% from 21 to 8.
- Medical fee disputes decreased by 24.8% in FY11.

Adjudication Statistics	FY09	FY10	FY11
Workers' Compensation Litigation Activity			
Complaints Filed	1,078	1,005	931
Hearings Held	100	100	116
Dismissals	279	251	228
Decisions Issued	87	75	72
Lump Sum Settlements Approved	839	746	736
Appeals to the Supreme Court			
Decisions Affirmed	23	19	17
Decisions Reversed/Remanded	6	4	11
Dismissed	1	2	0
	12	10	4
Workers' Compensation Mediation Activity			
Claims Subject to Mediations Held	911	610	653
Claims Resolved	877	593	609
Unemployment Activity			
Total Appeals	809	1,129	1,011
Total Decisions	795	1,142	1,025
Reconsiderations	47	58	53

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	177,562	8,518	0.0480	3	1,255	154	178	33	73
Adams	1,655	37	0.0224	0	12	0	0	1	1
Bannock	36,555	1,375	0.0376	0	183	23	30	2	10
Bear Lake	3,018	54	0.0179	0	6	2	4	1	0
Benewah	3,631	211	0.0581	0	63	5	4	0	1
Bingham	21,317	708	0.0332	0	138	19	24	3	11
Blaine	11,407	528	0.0463	0	94	17	13	3	6
Boise	3,057	42	0.0137	0	11	0	3	0	0
Bonner	17,813	722	0.0405	0	126	48	35	2	6
Bonneville	47,011	2,390	0.0508	5	407	76	103	13	35
Boundary	4,015	156	0.0389	0	26	8	10	1	2
Butte	1,400	29	0.0207	0	7	0	0	0	0
Camas	499	17	0.0341	0	0	0	1	0	0
Canyon	75,081	3,085	0.0411	1	517	71	95	13	36
Caribou	3,479	116	0.0333	1	8	6	1	0	0
Cassia	10,183	668	0.0656	0	97	19	20	0	7
Clark	508	11	0.0216	0	2	2	1	0	0
Clearwater	2,848	190	0.0667	0	46	8	5	1	1
Custer	2,368	91	0.0384	0	15	2	2	2	1
Elmore	10,330	299	0.0289	0	48	7	13	2	1
Franklin	5,512	104	0.0189	0	15	3	2	0	0
Fremont	5,159	149	0.0289	1	29	3	6	0	2
Gem	6,122	147	0.0240	0	35	5	6	0	0
Gooding	8,326	307	0.0369	0	64	10	17	1	2
Idaho	6,473	280	0.0433	1	63	10	4	3	4
Jefferson	10,726	387	0.0361	0	68	3	13	3	2
Jerome	9,445	652	0.0690	1	123	14	20	2	9
Kootenai	63,582	2,945	0.0463	3	478	57	79	11	19
Latah	15,823	573	0.0362	0	81	9	10	0	3
Lemhi	3,407	96	0.0282	1	23	3	3	0	1
Lewis	1,654	64	0.0387	1	13	4	3	0	2
Lincoln	2,255	68	0.0302	0	12	0	0	0	0
Madison	15,368	485	0.0316	0	69	15	14	1	7
Minidoka	9,413	481	0.0511	0	82	5	11	2	5
Nez Perce	17,503	1,153	0.0659	2	243	19	36	4	11
Oneida	2,180	42	0.0193	1	10	0	1	0	1
Out of State	N/A	211	0	3	55	15	15	0	7
Owyhee	4,104	188	0.0458	0	28	5	3	0	2
Payette	9,990	310	0.0310	0	60	7	12	0	5
Power	3,203	170	0.0531	0	38	11	8	0	1
Shoshone	5,163	301	0.0583	0	55	7	11	2	5
Teton	4,741	138	0.0291	0	26	5	5	0	2
Twin Falls	35,318	2,062	0.0584	2	303	52	74	5	20
Valley	3,886	169	0.0435	0	26	3	5	3	3
Washington	4,228	283	0.0669	0	50	4	9	2	3
STATE TOTALS*	687,321	31,012	0.0451	26	5,110	736	909	116	307

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

Benefits Administration

Performance Summary

- In FY11, 31,707 claims were filed for job-related injuries, a small increase from FY10.
- The Commission's four Benefits Analysts responded to about 8,000 phone inquiries - most from injured workers - advising claimants of their rights and engaging in informal mediation with the claims adjuster as appropriate.
- The number of audits conducted by the Benefits Analysts increased 40% in FY11. Both site and paper surety audits are conducted to ensure prompt payment of benefits.
- The Benefits Analysts also review and audit employers' 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 1,372,208 claims is currently stored.

FY 11 Claims & Fatalities by Industry	Claims	Deaths
Health Care and Social Assistance	4,406	0
Retail Trade	3,268	1
Manufacturing	3,574	1
Public Administration	2,851	3
Construction	2,478	2
Educational Services	1,963	2
Agriculture, Forestry, Fishing and Hunting	1,817	3
Waste Management and Remediation	1,675	3
Accommodation and Food Services	1,649	2
Other Industries	8,026	9
TOTAL (All Industries)	31,707	26

Claims Statistics	FY09	FY10	FY11
Compensable Time-Loss*			
Claims Still Open	7,928	6,757	6,644
Claims Closed	6,248	6,264	5,697
Medical Paid on Claims Closed (Non-LSS)	\$75,297,335	\$87,525,541	\$85,456,582
Average per Claim Closed (Non-LSS)	\$12,051	\$13,972	\$15,000
Indemnity Paid on Claims Closed (Non-LSS)	\$39,699,325	\$44,443,458	\$40,768,141
Average per Claim Closed (Non-LSS)	\$6,353	\$7,085	\$7,156
Surety Audits Conducted	14	20	28
Audit Findings of Non-Compliance	10	18	31
Medical Provider Presentations	1	12	7
Attendees at Medical Provider Presentations	11	76	52
Employer Non-Reporting Advice Letters Sent	62	64	77
CIWCS Courses Held	5	4	4
CIWCS Certifications Issued	39	58	77
Re-Certifications Issued (Required every 3 years)	31	51	34
Certifications Since Inception	370	421	498
CIWCS Revenues	\$13,793	\$9,431	\$16,965
CIWCS Costs	\$10,223	\$6,189	\$8,577
CIWCS Attendee Average Evaluation Scores (Scale 1-5)	4.62	4.54	4.71
Complaint Forms Provided to Claimants	N/A	264	264
First Report of Injury Forms Provided per Inquiries	N/A	270	155
Lump Sums Reviewed	892	779	809
Lump Sums Placed on Hold for Additional Information	185	309	253
Lump Sums Requiring Advanced-Level Review	24	29	31
Lump Sums Closed Within 14 Days	73.9%	71.8%	60%
Underpayments, Identified on IC Form 6, Paid	\$43,256	\$71,165	\$115,771
Records Search Requests	3,084	2,239	2,319
Records Claims Searched	7,984	6,289	6,459
Records Amount Billed	\$9,699	\$6,548	\$6,007
Incoming Calls Handled by Reception Desk	N/A	29,022	29,738

* Revised from prior years.

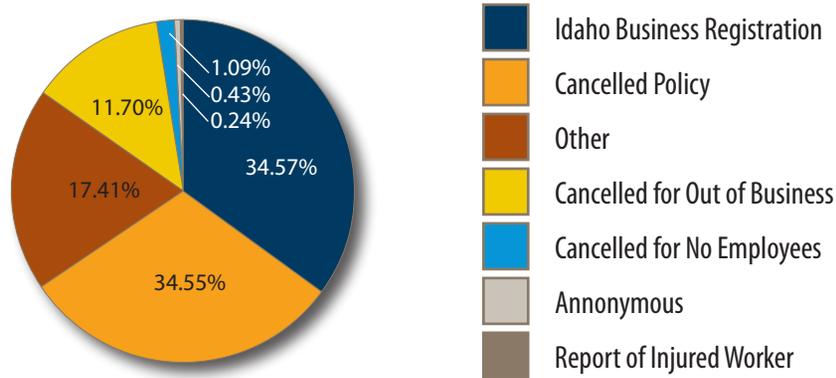
Top 20 Sureties by Premium Earned

Surety Name*	Premium Earned	Employers Covered	Claims Filed	Total Paid on Indemnity Claims	Medical Only Claims on which Payment was Made			Indemnity Claims	Time-Loss Claims Paid			
					Claims	Total Paid	Average Paid		Indemnity		Medical	
									Paid	Average	Paid	Average
Liberty Northwest Ins. Co.	\$35,705,855	1,278	3,526	\$23,401,754	3,074	\$2,531,814	\$824	1,495	\$9,575,908	\$6,405	\$13,825,847	\$9,248
Zurich American Ins. Co.	\$10,859,902	495	795	\$3,156,583	489	\$354,337	\$725	200	\$1,377,283	\$6,886	\$1,779,300	\$8,897
Liberty Ins. Corp.	\$8,478,816	216	568	\$1,957,600	129	\$120,729	\$936	173	\$2,862,329	\$16,545	\$(904,729)	\$(5,230)
Ace American Ins. Co.	\$8,434,661	159	571	\$3,024,732	660	\$569,862	\$863	508	\$52,160	\$103	\$2,972,572	\$5,852
Indemnity Ins. Co. of North America	\$8,173,946	131	451	\$2,237,032	503	\$292,362	\$581	455	\$230,864	\$507	\$2,006,169	\$4,409
New Hampshire Ins. Co.	\$7,921,486	254	886	\$811,990	529	\$111,670	\$211	130	\$350,252	\$2,694	\$461,738	\$3,552
Advantage Workers Compensation Ins. Co.	\$7,217,038	498	793	\$4,290,570	757	\$625,894	\$827	337	\$2,337,965	\$6,938	\$1,952,605	\$5,794
Travelers Property Casualty Co. of America	\$7,191,694	654	570	\$403,260	126	\$156,939	\$1,246	34	\$105,377	\$3,099	\$297,883	\$8,761
Associated Loggers Exchange	\$5,093,518	339	129	\$3,218,496	73	\$47,383	\$649	282	\$1,383,886	\$4,907	\$1,834,610	\$6,506
Employers Compensation Ins. Co.	\$4,989,029	577	707	\$3,407,687	677	\$521,717	\$771	257	\$1,524,312	\$5,931	\$1,883,375	\$7,328
Ins. Co. of the State of Pennsylvania	\$4,898,607	221	446	\$1,236,437	415	\$170,043	\$410	137	\$533,337	\$3,893	\$703,100	\$5,132
Workers Compensation Exchange	\$4,851,637	5	137	\$3,252,638	90	\$83,140	\$924	131	\$1,374,132	\$10,490	\$1,878,506	\$14,340
Tower Ins. Co. of New York	\$3,296,850	381	424	\$1,657,679	302	\$166,755	\$552	174	\$631,445	\$3,629	\$1,026,234	\$5,898
National Union Fire Ins. Co. of Pittsburgh	\$3,279,772	123	529	\$876,480	415	\$120,540	\$290	65	\$378,070	\$5,816	\$498,410	\$7,668
Employers Ins. Co. of Wausau	\$2,741,949	61	216	\$1,418,006	113	\$123,988	\$1,097	83	\$715,950	\$8,626	\$702,056	\$8,459
Wausau Underwriters Ins. Co.	\$2,709,533	143	364	\$955,812	216	\$181,669	\$841	45	\$507,246	\$11,272	\$448,566	\$9,968
Hartford Ins. Co. of the Midwest	\$2,689,406	222	310	\$638,676	249	\$188,435	\$757	48	\$286,988	\$5,979	\$351,688	\$7,327
Twin City Fire Ins. Co.	\$2,037,931	997	179	\$509,914	156	\$149,677	\$959	37	\$185,540	\$5,015	\$324,374	\$8,767
Sentry Ins., A Mutual Co.	\$1,972,308	129	234	\$1,411,426	248	\$132,530	\$534	160	\$519,816	\$3,249	\$891,611	\$5,573
Truck Ins. Exchange	\$1,654,924	317	219	\$157,600	325	\$432,995	\$1,332	82	\$157,600	\$1,922	\$0	\$0
TOTAL FOR ALL PRIVATE INSURERS(372)	\$164,824,126	15,752	15,071	\$71,826,990	12,042	\$9,542,438	\$792	8,814	\$31,108,911	\$3,529	\$40,718,079	\$4,620
State Ins. Fund	\$143,321,245	39,415	14,088	\$112,204,862	11,972	\$11,462,079	\$957	5,224	\$45,522,375	\$8,714	\$66,682,487	\$12,765
Self-Insured Employers	\$29,144,146	27	2,726	\$11,746,599	2,179	\$1,736,023	\$797	1,001	\$3,691,628	\$3,688	\$8,054,971	\$8,047
TOTAL FOR ALL INSURERS	\$337,289,517	55,194	31,885	\$195,778,451	26,193	\$22,740,540	\$868	15,039	\$80,322,914	\$5,341	\$115,455,537	\$7,677

* Numbers based on 2010 Calendar Year, not Fiscal Year

Employer Compliance Division

Referral Source for Investigations



The state's recovery from one of the deepest economic downturns in recent history continues to be slow although there are encouraging signs. New business registrations increased 4.2% over FY 2010. Correspondence to potential uninsured employers, investigation referrals and cancellations due to business

closure were all down from the previous year. Despite signs that the economy may be turning around, many business owners are still struggling to meet their obligations including paying for the required workers' compensation insurance for their employees.

Performance Summary

- The long awaited implementation of a data sharing project with the Department of Labor has allowed the Compliance Division to identify a significant number of non-compliant employers.
- Compliance staff reviewed 5,126 employer wage records from the Department of Labor to determine if the employer was in compliance with the insurance requirement of the Workers' Compensation Law.
- Over 39,000 users accessed the coverage verification service on the Commission's website and conducted over 115,000 searches for employers' workers' compensation insurance coverage.
- An increased emphasis on education and outreach has resulted in a number of opportunities for the Compliance staff to meet with employers, accountants and insurance agents to discuss the workers' compensation insurance requirements.
- The implementation of automated email notifications to insurance carriers has improved the accuracy of the Commission's information on insurance carrier/claims administrator relationships.
- 1,646 employers obtained insurance as a result of being contacted by an Employer Compliance Investigator, resulting in coverage for 12,120 Idaho workers.

Compliance Statistics	FY09	FY10	FY11
New Business Registrations Received	9,199	8,648	9,011
Correspondence to Potential Uninsured Employers	20,252	15,462	13,895
Referred for Investigation			
Region 1	1,346	1,281	1,119
Region 2	3,892	3,491	3,236
Region 3	1,969	1,955	1,866
TOTAL	7,207	6,727	6,221
Change from Previous Year	-20.4%	-6.7%	-7.5%
Investigations by Industry			
Farming	203	193	191
Mining	22	24	34
Utilities	6	4	10
Construction	1,207	1,133	938
Manufacturing	226	203	192
Wholesale Trade	238	237	261
Retail Trade	644	568	591
Transportation and Warehousing	205	207	205
Information	133	131	128
Finance and Insurance	196	178	181
Real Estate and Rental and Leasing	190	164	145
Professional, Scientific, and Technical Services	562	523	549
Management of Companies and Enterprises	19	24	26
Waste Management and Remediation Services	389	336	309
Educational Services	77	69	90
Health Care and Social Assistance	300	332	301
Arts, Entertainment, and Recreation	111	110	105
Accommodations and Food Services	523	549	581
Other Services	355	317	359
Public Administration	5	17	4
Unclassified	1,591	1,408	1,013
TOTAL	7,202	6,727	6,213
Results of Investigation			
Coverage Received	2,090	1,729	1,646
Exempt	542	322	246
Insurance Not Required	3,830	3,882	3,247
Failed to Obtain/Referred for Legal Action	355	338	374

Rehabilitation Division

Performance Summary

- The average number of days from referral of a case to determining eligibility in FY11 was 7 days. During this period of time an initial interview with the worker is conducted to gather information relating to vocational aspects of the case.
- Contact with employers occurs within an average of 8 days of receiving the referral. The consultant meets with the employer to determine return to work options and the physical demands of the pre-injury position. This information is then utilized to assist medical providers in determining treatment and transitional return to work plans.
- Located in eleven field offices throughout the state, our Rehabilitation Consultants have developed innovative partnerships with community resource groups to best utilize and minimize duplication of services to injured workers. Our consultants attended and gave presentations at many of the community information fairs throughout the state.

Rehabilitation Statistics	FY09	FY10	FY11
Time Loss Claims	5,638	4,935	5,110
Provided Rehabilitation Services	3,477	3,319	3,297
New Referrals	2,393	2,291	2,185
Eligible for Services	2,188	2,098	2,033
Not Eligible for Services	205	193	152
Rehabilitated	1,377	1,239	1,250
Referral Source			
Employer	3.4%	5.4%	8.4%
Insurance Company	82.2%	79.9%	76%
Self-Referral	8.8%	9.2%	8.7%
Medical Provider	3.9%	4.2%	5.5%
Return to Work with Time of Injury Employer	69%	79%	81%
% of Claimants Returned to Time of Injury Employer			
Obtain Pre-Injury Wage for Rehabilitated Workers	89%	91%	91%
% of Claimants Returned to 90% of Pre-Injury Wage			

In an economic downturn and period of declining wages, the Rehabilitation Division continues to successfully assist 91% of rehabilitated workers in returning to 90% of their pre-injury wage. The Rehabilitation Division is committed to returning injured workers to their time-of-injury employers. During FY11, 81% of rehabilitated workers returned to their original employers. Additionally, the successful rehabilitation of injured workers increased 3.4% in FY11 over the previous fiscal year.

- Medical providers were an increasing referral source to the Rehabilitation Division during FY11. Industrial Commission representatives and medical groups met around the state to learn what vital vocational information consultants can provide.
- In FY11, employers were the source of 8.4% of the referrals to the Rehabilitation Division for services. They understand the benefit of Rehabilitation's involvement and that there are no additional costs to the employer, insurance company, or to the employee when a Rehabilitation Consultant is involved with a claim.
- Labor Market Reports summarize the vocational options and salary earning potential a claimant has after an injury. This is a valued part of the services offered by Rehabilitation Consultants in addition to providing return to work services. In FY11 the Rehabilitation Division's Certified Rehabilitation Counselors (CRC) continued to train and assist consultants in meeting the quality standards the industry has come to expect from our highly qualified Consultants working for the Rehabilitation Division.

Crime Victims Compensation

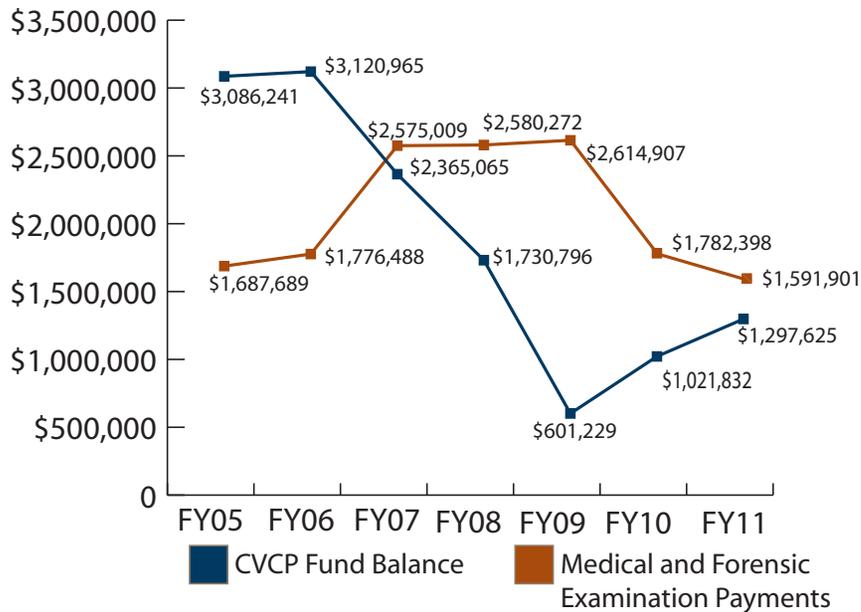
The Crime Victims Compensation Program provides financial assistance to innocent victims of crime. The program pays for treatment costs for victims who are injured as a result of a criminal offense and for costs for forensic examinations for victims of sexual assault. The program is funded primarily through fines and penalties assessed on criminal convictions in Idaho, and also receives a federal grant, which is funded by fines and penalties assessed on federal convictions. No tax dollars are used to fund the program.

Performance Summary

- In FY11 the program re-engineered the claims processing system to implement the medical fee schedule. Advances made in the claims processing system allow the program to adjust claims consistent with market value rates for treatment and services and in accordance with Medicare Correct Coding Guidelines.
- The implementation of a medical fee schedule resulted in an approximate savings of 21% of billed charges for treatment and forensic examination costs incurred on behalf of eligible victims.
- Legislative increases in funding levels through fines on Idaho convictions in FY09 and cost containment through the medical fee schedule in FY10 resulted in a 116% increase in the Crime Victims Compensation Fund.
- Daily census figures indicate that approximately 6,000 victims of crime are actively utilizing benefits and services on any given day.
- The program implemented a Quality Review Process, which includes a case review and customer satisfaction survey to ensure quality and consistency in services provided to victims and to ensure services are meeting the needs of crime victims.
- Program staff worked closely with pharmacists across the state to establish a list of pharmacies willing to fill prescription medication for eligible victims without any cost to the victim. These pharmacies agreed to bill the program directly for the cost of the medication.

Crime Victims Compensation Statistics	FY09	FY10	FY11
Crime Victim Cases			
Cases Filed	2,384	2,332	2,412
Family Assistance Applications Filed	297	259	292
Eligibility Decisions Made	2,163	1,945	2,105
Awards Made	1,562	1,390	1,462
Denials Made	600	555	643
Appeals Summary			
Total Appeals Filed	76	85	67
Bureau Chief Reconsiderations	72	64	59
Hearings	4	21	8

Fund Balance vs. Payments



The Crime Victims Compensation Fund continues to recover from increases in costs for medical treatment and sexual assault examinations that significantly consumed the Fund beginning in FY07. As a result of legislative changes that increased the program's primary funding source and implemented a cost based fee schedule for medical and forensic examination expenses, the Fund has increased 116% from the low experienced in FY09. It is anticipated the Fund will continue to rebuild itself over the coming years, to ensure sufficient funding to assist future victims of crime in Idaho.

Victims' Voices

"This program has been very beneficial to me and my kids. We were able to get treatment that has been and still is helping us tremendously. We normally would not have been able to afford counseling. Thank you for offering this program."
 - Recipient - Jefferson County

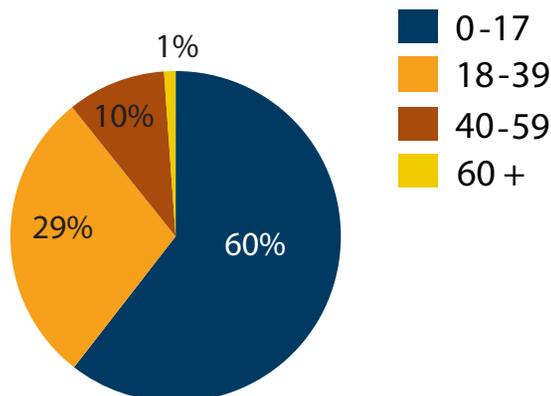
"What I went through was horrible, but CVCP helped me so very much. Thank you."
 - Recipient - Kootenai County

"The staff has been wonderful and very caring in my recovering from a very abusive situation."
 - Recipient - Boise County

"This program saved us so much money and stress at a time when both were tight. Thank you!"
 - Recipient - Bannock County

Crime Victims by Age

Since the program was created in 1986 the program has provided assistance to approximately 32,000 victims of crime, paying approximately \$41,000,000 on their behalf for treatment and forensic examination expenses. Approximately 83% of the cases served involve criminal conduct against women and children and over 50% of the crime victims are children.

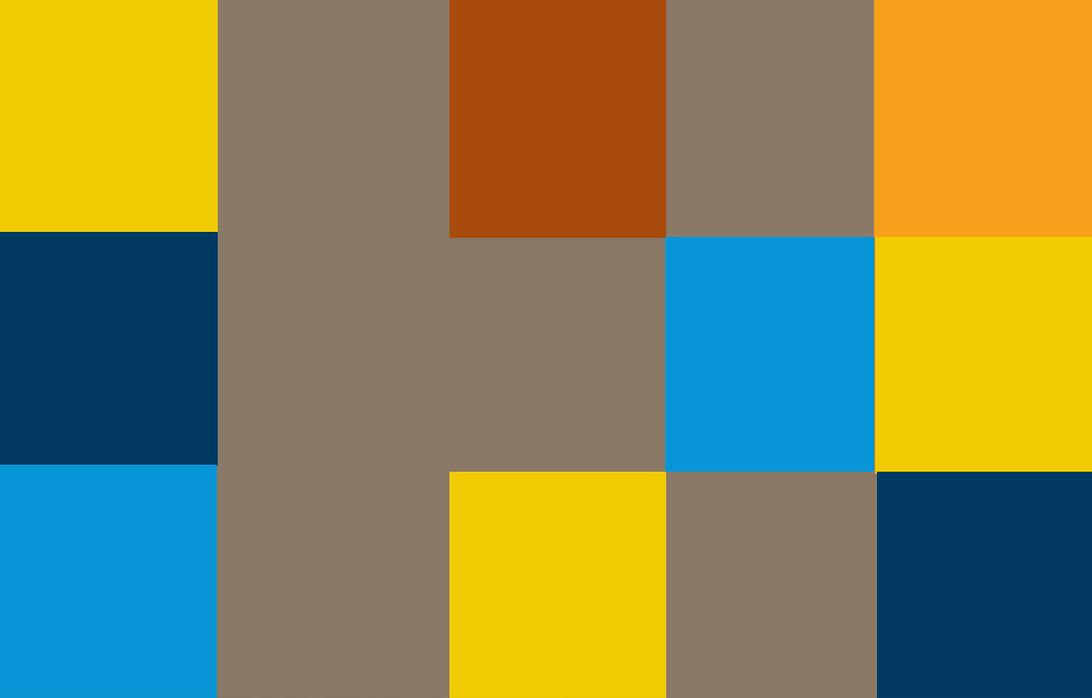


Crime Victims Compensation

Claims, Payments, Fines and Restitution by County

County	General Claims	General with SAE	SAE Only	Total Claims	General Approved	General Denied	SAE Paid	General Paid	Fines Collected	Restitution
Ada	294	316	23	633	402	235	\$82,990	\$454,523	\$585,126	\$91,438
Adams	3	9	0	12	5	2	\$1,705	\$3,214	\$11,613	\$0
Bannock	74	12	16	102	71	13	\$7,822	\$83,983	\$137,574	\$4,241
Bear Lake	13	0	4	17	10	1	\$976	\$9,760	\$6,082	\$2,888
Benewah	4	1	0	5	4	0	\$716	\$5,238	\$9,744	\$(4,180)
Bingham	23	14	2	39	24	11	\$172	\$23,247	\$74,904	\$1,210
Blaine	10	13	1	24	13	6	\$4,562	\$45,166	\$26,077	\$3,984
Boise	4	6	1	11	5	6	\$0	\$2,622	\$12,552	\$7,469
Bonner	31	2	0	33	25	13	\$0	\$45,934	\$56,605	\$7,613
Bonneville	49	59	48	156	88	17	\$19,619	\$103,917	\$133,266	\$12,309
Boundary	4	0	0	4	3	0	\$1,643	\$27,620	\$15,185	\$382
Butte	1	1	1	3	2	0	\$0	\$571	\$2,896	\$0
Camas	0	0	0	0	0	0	\$0	\$0	\$1,582	\$0
Canyon	322	160	88	570	316	134	\$49,575	\$235,853	\$200,555	\$28,587
Caribou	3	1	0	4	2	0	\$0	\$0	\$12,756	\$0
Cassia	9	23	2	34	18	19	\$4,379	\$12,599	\$41,838	\$2,269
Clark	0	0	0	0	2	0	\$0	\$2,233	\$2,751	\$0
Clearwater	18	0	0	18	20	0	\$0	\$35,909	\$13,105	\$1,280
Custer	4	0	3	7	3	1	\$0	\$4,278	\$5,731	\$52
Elmore	12	17	2	31	19	13	\$2,488	\$40,380	\$34,893	\$1,570
Franklin	6	0	3	9	4	0	\$2,055	\$6,167	\$14,625	\$2,314
Fremont	2	5	2	9	6	2	\$480	\$48	\$14,008	\$342
Gem	17	9	0	26	13	9	\$583	\$8,863	\$17,227	\$5,766

County	General Claims	General with SAE	SAE Only	Total Claims	General Approved	General Denied	SAE Paid	General Paid	Fines Collected	Restitution
Gooding	8	14	0	22	17	8	\$1,734	\$21,521	\$18,264	\$8,097
Idaho	7	0	0	7	7	1	\$0	\$54,484	\$22,458	\$253
Jefferson	5	9	7	21	9	3	\$1,141	\$4,140	\$27,432	\$(96)
Jerome	14	39	2	55	32	15	\$7,717	\$63,951	\$56,580	\$12,033
Kootenai	122	10	9	141	109	21	\$10,420	\$244,315	\$199,060	\$17,329
Latah	16	3	2	21	10	9	\$1,631	\$28,887	\$37,802	\$5,235
Lemhi	6	0	1	7	6	1	\$2,000	\$10,333	\$7,227	\$937
Lewis	2	0	2	4	1	1	\$2,115	\$0	\$6,150	\$0
Lincoln	4	15	0	19	9	8	\$1,335	\$9,295	\$7,382	\$1,856
Madison	1	9	2	12	5	4	\$989	\$932	\$19,750	\$1,796
Minidoka	6	20	0	26	20	7	\$5,641	\$13,303	\$28,363	\$4,410
Nez Perce	39	6	1	46	32	12	\$7,705	\$63,179	\$84,406	\$8,521
Oneida	2	0	1	3	1	0	\$0	\$893	\$8,310	\$175
Out-of-state	5	3	1	9	0	6	\$0	\$0	\$0	\$0
Owyhee	8	8	1	17	8	5	\$2,881	\$12,125	\$17,650	\$712
Payette	11	27	0	38	24	10	\$2,661	\$47,701	\$48,648	\$5,659
Power	0	0	1	1	1	0	\$333	\$0	\$13,163	\$528
Shoshone	12	6	0	18	10	4	\$2,519	\$7,627	\$20,450	\$110
Teton	3	4	2	9	4	1	\$724	\$690	\$6,138	\$1,047
Twin Falls	44	80	12	136	87	33	\$24,181	\$70,567	\$121,865	\$13,265
Unknown	0	0	27	27	0	0	\$0	\$0	\$0	\$0
Valley	7	4	1	12	8	9	\$2,547	\$9,331	\$27,995	\$4,387
Washington	4	8	2	14	7	3	\$2,182	\$9,140	\$16,739	\$12,872
State Totals	1,229	913	270	2,412	1,462	643	\$260,221	\$1,824,536	\$2,226,524	\$268,659



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