



IDAHO INDUSTRIAL COMMISSION

ANNUAL REPORT 2013

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About Us

The Idaho Industrial Commission administers the workers compensation laws of the State of Idaho. The Commission adjudicates disputed workers' compensation claims and provides a mediation service in an effort to resolve disputed cases prior to hearing. Industrial Commission decisions on disputed cases are appealable directly to the Idaho Supreme Court.

The Industrial Commission is also responsible for assuring that workers' compensation insurers and self-insured employers are appropriately secured and provide prompt claims adjusting services to injured workers. Since 1974, the Commission has also provided, at no charge to injured workers, rehabilitation services following industrial accidents. The Commission's compliance division makes sure that all Idaho employers are appropriately insured or self-insured, so that injured workers will always receive the workers' compensation benefits to which they are entitled following an industrial accident.

The Industrial Commission serves as the higher authority appellate body for appeals of unemployment claims from the Idaho Department of Labor. The Commission also administers the Idaho Crime Victims Compensation Program, which pays compensation to the innocent victims of criminal acts.

The Commission is governed by three Commissioners appointed by the governor. One Commissioner must be an Idaho licensed attorney, one must represent employers and one must represent workers. The Commissioners are assisted in administering day-to-day activities by the director who serves at a level between the Commissioners and staff to coordinate the activities of the four divisions of the agency: Adjudication, Compensation, Rehabilitation, and Crime Victims.

The vision of the Idaho Industrial Commission is to be the premier administrator of workers' compensation and crime victims' programs in the nation. The Commission has achieved several notable accomplishments in the pursuit of this vision including: becoming the first state in the country to successfully implement the national standard of Proof of Coverage Release

3.0; developing data sharing agreements with other state agencies to increase efficiencies; tightening securitization requirements for self-insured employers; and becoming the first victim compensation program in the nation to implement an automated notification service to aid in collecting outstanding restitution from offenders.

The Industrial Commission also works closely with the Workers' Compensation Advisory Committee and other key stakeholders to develop strategies to address the pressing economic concerns of Idaho's employers. The Commission strives to make Idaho an attractive market for both employers and insurers by keeping the workers' compensation system uncluttered by unneeded regulation and pursuing necessary regulation to keep costs reasonable.

This report shows trends and current conditions regarding workers' compensation, unemployment appeals, and crime victims compensation as well as the accomplishments and efforts of the 138 Industrial Commission employees who continue to show tremendous dedication to the citizens they serve.

2013 Commissioners



Thomas P. Baskin
Chairman, Attorney Member



R. D. Maynard
Employee Member



Thomas E. Limbaugh
Employer Member

Divisions and Core Functions of the Commission

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.

Fiscal Activity	FY11	FY12	FY13
Workers' Compensation Revenues			
Premium Tax, Workers' Compensation	\$8,565,731	\$9,011,713	\$8,040,222
Premium Tax Penalties	\$2,484	\$1,607	\$14,465
Employer Compliance Penalties	\$558,431	\$594,650	\$505,666
Interest Earnings on Investments	\$507,889	\$459,268	\$351,057
Unemployment Appeals, Special Indemnity Fund Services	\$626,031	\$453,661	\$420,700
Miscellaneous Receipts	\$31,312	\$19,319	\$17,925
Insurance Settlement	N/A	\$492,941	--
Federal Receipts, Census of Fatal Occupational Injuries	\$3,085	\$4,462	--
Annual Seminar and Certification Program Receipts	\$40,250	\$44,521	\$37,269
TOTAL WORKERS' COMPENSATION REVENUES	\$10,335,214	\$11,082,142	\$9,387,303
Workers' Compensation Disbursements			
Compensation Division	\$3,584,703	\$3,620,669	\$3,941,237
Rehabilitation Division	\$3,221,036	\$3,184,515	\$3,454,928
Adjudication Division	\$2,065,922	\$2,086,062	\$2,183,176
Division of Building Safety	\$886,137	\$937,004	\$1,101,391
Annual Seminar and Certification Program Expenditures	\$29,904	\$33,424	\$30,065
Federal Grant-Census of Fatal Occupational Injuries	\$3,672	\$2,752	\$480
TOTAL WORKERS' COMPENSATION DISBURSEMENTS	\$9,791,375	\$9,864,427	\$10,711,277
Peace and Detention Officer Disability Fund Reserves			
Fines Remitted by County	\$160,657	\$159,909	\$155,376
Interest Earnings on Investments	\$4,418	\$4,898	\$2,789
TOTAL PEACE AND DETENTION OFFICER FUND REVENUES	\$165,075	\$164,807	\$158,164
Peace and Detention Officer Disability Fund Disbursements			
Administration	\$1,460	\$930	\$2,126
Trustee/Benefits Payments	\$105,873	\$17,406	\$51,747
TOTAL PEACE AND DETENTION OFFICER FUND DISBURSEMENTS	\$107,332	\$18,337	\$53,873
Crime Victims Compensation Program Revenues			
Fines Remitted by County	\$2,226,524	\$2,215,971	\$2,147,222
Federal Grant	\$458,634	\$857,081	\$1,010,479
Restitution/Subrogation	\$390,199	\$370,477	\$335,570
Contributions/Donations	\$66,894	\$75,177	\$74,530
Miscellaneous Receipts	\$54,021	\$14,285	\$81,034
TOTAL CRIME VICTIMS PROGRAM REVENUES	\$3,196,272	\$3,532,990	\$3,648,835
Crime Victims Compensation Program Disbursements			
Crime Victims Administration	\$835,722	\$802,291	\$940,402
Crime Victims Trustee/Benefit, State	\$1,626,123	\$1,295,162	\$2,000,000
Crime Victims Trustee/Benefit, Federal	\$458,634	\$857,081	\$930,000
TOTAL CRIME VICTIMS PROGRAM DISBURSEMENTS	\$2,920,479	\$2,954,534	\$3,870,402
TOTAL AGENCY REVENUES	\$13,696,560	\$14,779,939	\$13,194,303
TOTAL AGENCY DISBURSEMENTS	\$12,819,186	\$12,837,297	\$14,635,552
Cash Balance, Individual Funds			
Industrial Administration Fund	\$18,270,308	\$19,474,797	\$18,143,959
Crime Victims Fund	\$1,297,625	\$1,876,081	\$1,572,257
Federal Grant	\$2,578	\$3,288	\$82,066
Peace and Detention Officer Disability Fund	\$492,028	\$638,498	\$742,790
Annual Seminar Account	\$81,898	\$92,995	\$100,198
TOTAL CASH BALANCE, INDIVIDUAL FUNDS	\$21,144,437	\$22,085,659	\$20,641,270

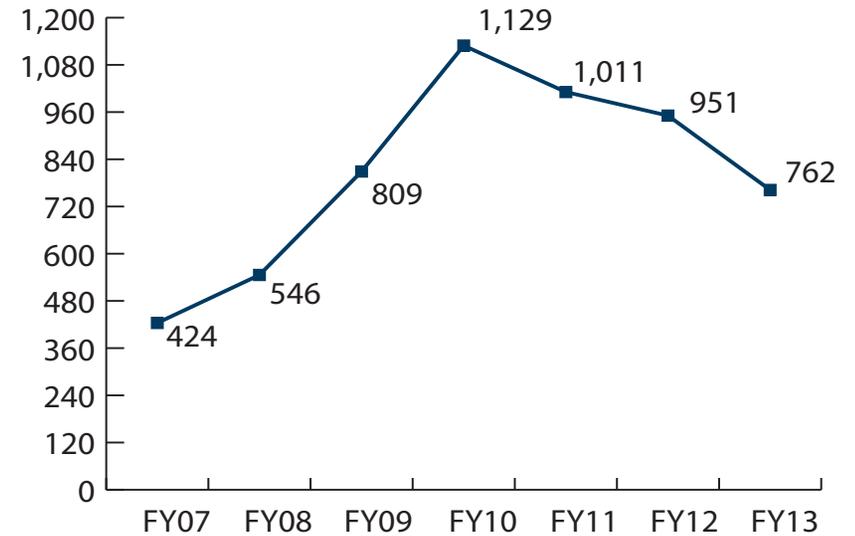
Adjudication Division

Performance Summary

- The number of workers' compensation complaints filed in FY13 was consistent with complaints filed in FY12 at 946.
- Workers' compensation hearings held decreased 16% from 95 hearings in FY12 to 80 hearings in FY13. Hearings held in FY13 are also down 22% from the prior 5-year average.
- The number of workers' compensation decisions issued decreased 30% from 103 to 72.
- Requests for mediation in workers' compensation cases decreased slightly, from 964 to 933 and mediations held also decreased slightly from 773 to 735.
- Of the workers' compensation claims mediated, 96% resulted in full resolution.
- Unemployment decisions issued decreased 22%, from 988 to 771.
- Appeals to the Supreme Court for FY13 have increased 14.7% over the 10-year average.
- Medical fee disputes decreased by 35% to 222 in FY13.

Adjudication Statistics	FY11	FY12	FY13
Workers' Compensation Litigation Activity			
Complaints Filed	931	946	946
Hearings Held	116	95	80
Dismissals	228	208	202
Decisions Issued	72	103	72
Lump Sum Settlements Approved	736	546	423
Appeals to the Supreme Court	17	11	18
Decisions Affirmed	11	8	6
Decisions Reversed/Remanded	0	1	0
Dismissed	4	7	5
Workers' Compensation Mediation Activity			
Claims Subject to Mediations Held	653	773	735
Claims Resolved	609	750	708
Unemployment Activity			
Total Appeals	1,011	951	762
Total Decisions	1,025	988	771
Reconsiderations	53	44	26

Unemployment Insurance Appeals



Once an unemployment insurance case is heard and decided by an Appeals Examiner with the Idaho Department of Labor, the decision may be appealed to the Commission.

With the unemployment rate in Idaho dropping to 6.4% in June 2013 (source: U.S. Department of Labor, Bureau of Labor Statistics), the unemployment insurance appeals the Adjudication Division receives has continued a downward trend since a high of 1,129 in FY10.

While unemployment insurance appeals to the Commission decreased 19.9% in FY13, the 762 unemployment insurance decisions appealed to the Commission in FY13 is still 35% higher than the 5-year average prior to the economic decline. Even with the above average number of appeals, the Adjudication Division complied with the federal average case age timeliness standard of 40 days, by posting an average case age of 30 days during the federal measuring period.

Claims and Adjudication Statistics by County	Total Employed*	Claims Filed	Claims per 100 Employees	Fatalities	TL Cases Filed	LSS Approved**	Complaints Filed	Hearings Held	Dispositions
Ada	194,630	9,816	5.04	3	1,659	114	190	20	69
Adams	1,491	29	1.95	1	6	0	2	0	0
Bannock	36,579	1,316	3.60	2	209	23	52	4	16
Bear Lake	3,086	49	1.59	0	10	3	3	0	0
Benewah	3,580	292	8.16	0	76	5	1	1	1
Bingham	22,018	705	3.20	0	137	21	22	2	7
Blaine	11,376	561	4.93	0	111	10	7	0	7
Boise	3,019	35	1.16	0	9	1	2	0	0
Bonner	17,339	655	3.78	0	151	29	44	1	6
Bonneville	48,474	2,262	4.67	1	379	80	87	3	19
Boundary	4,375	152	3.47	0	28	4	6	0	0
Butte	1,377	21	1.53	0	7	0	1	0	1
Camas	532	14	2.63	0	3	0	0	0	1
Canyon	80,982	3,131	3.87	1	591	65	115	10	25
Caribou	3,776	136	3.60	0	18	2	9	1	3
Cassia	10,713	739	6.90	0	113	18	23	2	6
Clark	456	13	2.85	0	3	1	1	0	0
Clearwater	2,739	179	6.54	1	43	4	7	1	1
Custer	2,292	75	3.27	0	22	1	1	0	1
Elmore	9,913	290	2.93	1	49	2	6	0	1
Franklin	5,755	124	2.15	2	30	0	1	1	1
Fremont	5,748	165	2.87	0	40	1	6	0	1
Gem	6,519	159	2.44	0	27	2	2	0	0
Gooding	8,445	332	3.93	2	74	4	6	4	0
Idaho	6,668	220	3.30	0	49	2	6	1	1
Jefferson	11,311	411	3.63	0	74	16	13	1	4
Jerome	10,170	673	6.62	1	127	16	13	1	7
Kootenai	65,542	2,802	4.28	0	424	50	91	4	22
Latah	16,346	582	3.56	3	122	5	6	0	4
Lemhi	3,131	79	2.52	0	19	3	4	1	1
Lewis	1,638	100	6.11	0	29	1	5	0	2
Lincoln	2,401	46	1.92	0	12	0	2	1	0
Madison	16,313	460	2.82	0	66	8	17	1	6
Minidoka	9,726	462	4.75	1	79	4	21	3	10
Nez Perce	17,589	1,067	6.07	0	202	31	30	3	16
Oneida	2,283	29	1.27	0	7	1	0	0	1
Out of State	N/A	272	N/A	0	68	8	10	0	5
Owyhee	4,392	133	3.03	0	22	3	8	0	2
Payette	9,721	293	3.01	0	53	8	16	0	1
Power	3,174	219	6.90	0	56	6	0	2	1
Shoshone	5,536	345	6.23	0	80	5	14	0	6
Teton	5,536	93	1.68	0	31	1	6	0	1
Twin Falls	36,897	2,107	5.71	1	323	37	50	7	9
Valley	4,039	183	4.53	0	47	3	6	0	4
Washington	4,461	293	6.57	0	51	2	5	1	2
STATE TOTALS†	722,088	32,119	4.41	20	5,736	600	917	76	271

* Data from Idaho Department of Labor

**Includes all LSS, Adjudicated and Non-Adjudicated

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

Benefits Administration

Performance Summary

- In FY13, 33,044 claims were filed for job-related injuries, an increase of 4.7% from FY12.
- The Commission's four Benefit 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 Benefit Analysts increased 89.7% in FY13. Both site and paper surety audits are conducted to ensure prompt payment of benefits.
- The Benefit 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 three Certified Idaho Workers' Compensation Specialist (CIWCS) courses, which included a two-day Foundation Level course and a three and a half 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 1,436,820 claims is currently stored.

FY13 Claims & Fatalities by Industry	Claims	Deaths
Health Care and Social Assistance	4,569	1
Retail Trade	3,409	2
Manufacturing	3,876	1
Public Administration	2,721	3
Construction	2,599	1
Educational Services	2,023	1
Agriculture, Forestry, Fishing and Hunting	2,114	4
Waste Management and Remediation	1,947	0
Accommodation and Food Services	1,711	0
Other Industries or nonclassified	8,075	10
TOTAL (All Industries)	33,044	23

Claims Statistics	FY11	FY12	FY13
Compensable Time-Loss			
Claims Still Open	6,644	7,551	8,356
Claims Closed	5,697	5,315	5,058
Medical Paid on Claims Closed (Non-LSS)	\$85,456,582	\$82,254,266	\$77,991,434
Average per Claim Closed (Non-LSS)	\$15,000	\$15,476	\$15,419
Indemnity Paid on Claims Closed (Non-LSS)	\$40,768,141	\$38,789,719	\$35,559,931
Average per Claim Closed (Non-LSS)	\$7,156	\$7,298	\$7,030
Surety Audits Conducted	24	29	55
Audit Findings of Non-Compliance	31	60	258
Medical Provider Presentations	7	4	6
Attendees at Medical Provider Presentations	52	29	39
Employer Non-Reporting Advice Letters Sent	77	269	115
CIWCS Courses Held	4	5	3
CIWCS Certifications Issued	77	87	48
Re-Certifications Issued (Required every 3 years)	34	38	14
Certifications Since Inception	498	578	626
CIWCS Revenues	\$16,965	\$18,745	\$13,753
CIWCS Costs	\$8,577	\$12,640	\$6,270
CIWCS Attendee Average Evaluation Scores (Scale 1-5)	4.71	4.57	4.72
Complaint Forms Provided to Claimants	264	292	295
First Report of Injury Forms Provided per Inquiries	155	247	276
Lump Sums Reviewed*	809	910	763
Lump Sums Placed on Hold for Additional Information	253	258	230
Lump Sums Requiring Advanced-Level Review	31	33	23
Lump Sums Closed Within 14 Days	60%	62%	73%
Underpayments, Identified on IC Form 6, Paid	\$115,771	\$182,526	\$219,555
Records Search Requests	2,319	2,753	2,512
Records Claims Searched	6,459	7,071	6,966
Records Amount Billed	\$6,007	\$6,283	\$5,695
Incoming Calls Handled by Reception Desk	29,738	30,308	27,388

* FY11 & FY12 includes LSS reviewed by Benefits and Mediation. FY13 includes LSS reviewed by Benefits.

Top 20 Sureties by Premium Earned

Surety Name*	Premium Earned	Employers Covered	Claims Filed	Medical Only Claims on which Payment was Made			Indemnity Claims	Time-Loss Claims				Total Paid on Indemnity Claims
				Claims	Total Paid	Average Paid		Indemnity		Medical		
								Paid	Average	Paid	Average	
Liberty Northwest Ins. Corp.	\$36,949,544	872	3,104	2,769	\$2,304,862	\$832	1,397	\$9,985,353	\$7,148	\$13,569,138	\$9,713	\$23,554,490
Liberty Ins. Corp.	\$17,574,860	198	467	57	\$57,133	\$1,002	131	\$2,161,347	\$16,499	\$1,860,347	\$14,201	\$4,021,693
Travelers Property Casualty Co. of America	\$13,448,814	1,090	784	316	\$256,339	\$811	84	\$263,969	\$3,142	\$688,863	\$8,201	\$952,832
Insurance Co. of the State of PA	\$10,282,496	171	305	6	\$42,885	\$7,148	18	\$474,367	\$26,354	\$389,412	\$21,634	\$863,779
Alaska National Insurance Co.	\$9,586,321	137	690	640	\$410,686	\$642	163	\$395,645	\$2,427	\$1,215,386	\$7,456	\$1,611,031
American Zurich Insurance Co.	\$8,241,925	243	374	53	\$59,085	\$1,115	13	\$40,478	\$3,114	\$97,762	\$7,520	\$138,240
Tower Ins. Co. of New York	\$7,223,199	624	630	363	\$188,177	\$518	289	\$496,758	\$1,719	\$1,850,197	\$6,402	\$2,346,955
Associated Loggers Exchange	\$6,675,846	371	202	138	\$146,877	\$1,064	323	\$1,358,904	\$4,207	\$2,013,982	\$6,235	\$3,372,886
New Hampshire Ins. Co.	\$6,563,047	211	853	15	\$52,941	\$3,529	5	\$585,594	\$117,119	\$480,719	\$96,144	\$1,066,313
National Union Fire Ins. Co. of Pittsburgh	\$5,972,621	28	375	4	\$69,777	\$17,444	7	\$771,827	\$110,261	\$633,600	\$90,514	\$1,405,427
Indemnity Insurance Co. of North America	\$4,709,852	145	541	455	\$482,130	\$1,060	173	\$942,798	\$5,450	\$1,424,752	\$8,236	\$2,367,550
Zurich American Ins. Co.	\$4,459,168	495	505	409	\$413,415	\$1,011	212	\$1,690,276	\$7,973	\$1,500,021	\$7,076	\$3,190,297
Twin City Fire Ins. Co.	\$4,089,664	1,142	355	321	\$306,838	\$956	86	\$451,829	\$5,254	\$941,979	\$10,953	\$1,393,809
Advantage Workers Compensation Ins. Co.	\$3,208,111	264	359	463	\$388,097	\$838	220	\$1,046,259	\$4,756	\$1,917,771	\$8,717	\$2,964,030
Employers Compensation Insurance Co.	\$3,098,331	466	396	448	\$355,159	\$793	230	\$1,553,043	\$6,752	\$1,831,408	\$7,963	\$3,384,451
Sentry Ins., A Mutual Co.	\$3,015,261	136	221	244	\$107,817	\$442	113	\$375,714	\$3,325	\$507,257	\$4,489	\$882,970
Liberty Mutual Fire Insurance Co.	\$2,826,991	135	82	82	\$62,913	\$767	36	\$390,208	\$10,839	\$452,770	\$12,577	\$842,978
American Casualty Co. of Reading, PA	\$2,792,682	123	190	101	\$29,688	\$294	527	\$421,231	\$799	\$745,373	\$1,414	\$1,166,604
Employers Insurance Co. of Wausau	\$2,554,999	60	250	125	\$104,033	\$832	98	\$696,476	\$7,107	\$1,648,785	\$16,824	\$2,345,261
Hartford Insurance Co. of the Midwest	\$2,473,907	277	173	192	\$187,485	\$976	73	\$482,690	\$6,612	\$483,806	\$6,627	\$966,496
TOTAL FOR ALL PRIVATE INSURERS(388)	\$199,899,549	17,610	15,421	10,758	\$10,224,141	\$950	6,751	\$34,813,110	\$5,157	\$47,326,517	\$7,010	\$82,139,627
State Ins. Fund	\$161,466,291	37,364	14,073	11,503	\$11,705,271	\$1,018	6,709	\$39,082,036	\$5,825	\$64,855,412	\$9,667	\$103,937,448
Self-Insured Employers	\$35,044,993	26	2,818	2,233	\$2,551,087	\$1,142	983	\$4,875,098	\$4,959	\$7,794,363	\$7,929	\$12,669,462
TOTAL FOR ALL INSURERS	\$396,410,834	55,000	32,312	24,494	\$24,480,498	\$999	14,443	\$78,770,245	\$5,454	\$119,976,292	\$8,307	\$198,746,536

* Numbers based on 2012 Calendar Year, not Fiscal Year

Employer Compliance Division

Investigations by Industry

Performance Summary

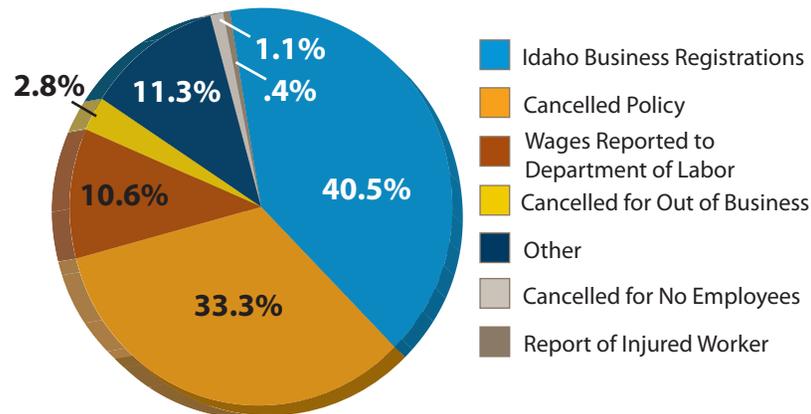
- Public service announcements were developed to educate employers on Idaho's workers' compensation insurance requirements. The PSAs have aired on both television and radio.
- The Employer Compliance Division successfully implemented the national standard of Proof of Coverage Release 3.0, making Idaho the first state in the country to put it into production. This new version includes additional data that will assist in ensuring Idaho workers have the protection of workers' compensation insurance coverage in the event of an on-the-job injury.
- The division improved information sharing and efficiency by implementing a web based Department of Labor Employer Accounts Data Sharing System and by developing a model interagency information sharing agreement.
- 1,692 employers obtained insurance as a result of being contacted by an Employer Compliance Investigator, resulting in coverage for 13,948 Idaho workers.

Compliance Statistics	FY11	FY12	FY13
New Business Registrations Received	9,011	9,018	9,298
Correspondence to Potential Uninsured Employers	13,895	14,318	14,363
Referred for Investigation			
Region 1 (Northern Idaho)	1,119	1,132	1,155
Region 2 (Southwest/South Central Idaho)	3,236	3,304	3,325
Region 3 (Southeast Idaho)	1,866	1,910	1,737
TOTAL	6,221	6,346	6,217
Change from Previous Year	-7.5%	2.0%	-2.0%
Results of Investigation			
Coverage Received	1,646	1,933	1,692
Exempt	246	347	288
Insurance Not Required	3,247	2,900	2,789
Failed to Obtain/Referred for Legal Action	374	432	440

*"It was a real pleasure speaking with you again this afternoon. Again, I appreciate your patience in working with me to get this coverage question resolved for my client."
- Insurance Company Representative*

Industry	FY13
Agriculture, Forestry, Fishing and Hunting	239
Mining	28
Utilities	4
Construction	823
Manufacturing	236
Wholesale Trade	315
Retail Trade	569
Transportation and Warehousing	241
Information	147
Finance and Insurance	170
Real Estate and Rental and Leasing	180
Professional, Scientific, and Technical Services	676
Management of Companies and Enterprises	24
Waste Management and Remediation Services	369
Educational Services	97
Health Care and Social Assistance	331
Arts, Entertainment, and Recreation	115
Accommodations and Food Services	450
Other Services	365
Public Administration	11
Unclassified	827
Total	6,217

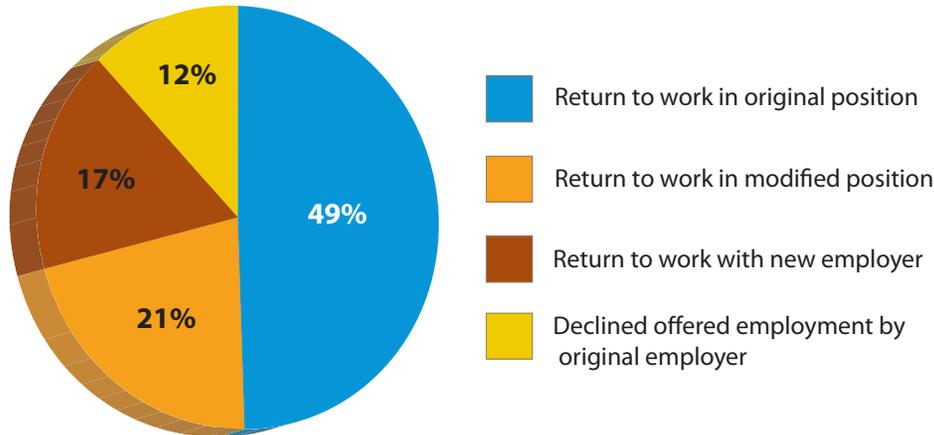
Referral Source for Investigations



*"Thank you for the visit, I appreciate how respectful and polite you were to me."
- Employer*

Rehabilitation Division

Employment Status of Rehabilitated Cases



Performance Summary

- Through the use of early employment planning during medical recovery, the Rehabilitation Division has increased the successful rehabilitation of injured workers by 15% in FY13.
- The Rehabilitation Division continues to work on outreach and education for injured workers and employers which has led to a decrease in the number of days from injury to referral by 32% from 222 days to 151 days and has also led to a 17% increase in new referrals.
- The Rehabilitation Division continues to determine eligibility for services within 7 days on average; this is well within the 10 day goal that has been set. The initial interview with the worker is conducted to gather information and establish a plan to facilitate a return to employment as close as possible to the injured workers' pre-injury status and wage.

Rehabilitation Statistics	FY11	FY12	FY13
Time Loss Claims	5,110	5,900	5,899
Provided Rehabilitation Services	3,297	3,281	3,582
New Referrals			
Eligible for Services	2,185	2,106	2,454
Not Eligible for Services	2,033	1,978	2,327
	152	128	127
Rehabilitated	1,250	1,290	1,486
Return to Work with Time of Injury Employer % of Claimants Returned to Time of Injury Employer	81%	73%	71%
Return to Work with a New Employer % of Claimants Returned to Work with New Employers	14%	16%	17%
Employment Offered by the Time of Injury Employer Declined	10%	11%	12%
Obtain Pre-Injury Wage for Rehabilitated Workers % of Claimants Returned to 90% of Pre-Injury Wage	91%	92%	91%
Referral Source			
Employer	8.4%	12.1%	13.1%
Insurance Company	76%	73.3%	72.9%
Self-Referral	8.7%	8.7%	9.5%
Medical Provider	5.5%	5.2%	3.9%

- 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 developing transitional return to work plans.
- The Rehabilitation Division developed a reporting system to identify employers that have experienced a recent workers' compensation

injury so early contact can be made to assess the need for rehabilitation services. These efforts have helped increase referrals from employers again in FY13.

- 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 FY13, 71% of rehabilitated workers returned to their original employers.

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.

- The Crime Victims Compensation Program (CVCP) successfully completed the Enhanced Programmatic Desk Review and Fellowship Site Visit through the U.S. Department of Justice, Office for Victims of Crime (OVC) with no corrective action findings. This is the second consecutive audit through OVC where the Program has received a clean rating. In the Fellowship Site Visit the program received national recognition for innovative practices for the recovery billing program.

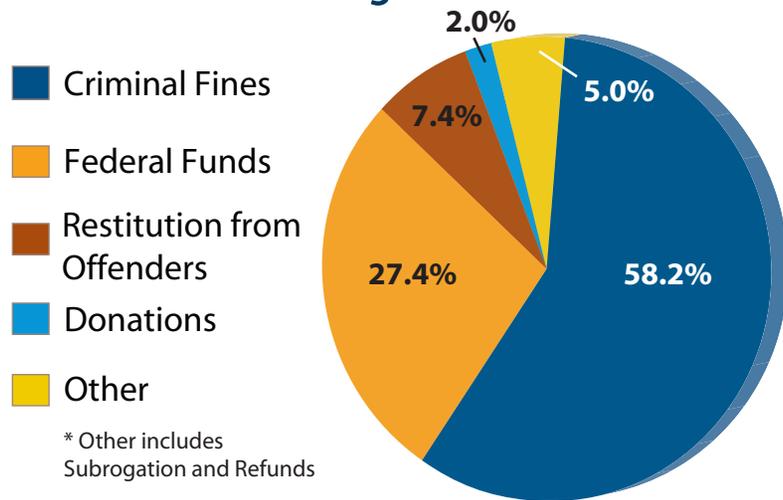
Performance Summary

- The Program successfully implemented the 2013 Current Procedural Terminology (CPT) Codes in the Crime Victims database without any disruption in claims processing or customer service to treatment providers. The Claims Unit also provided statewide notification and education on the new codes and any anticipated changes to the payment process.
- Outreach efforts to all 44 Idaho counties helped get information about Program benefits and services to

those who need it. Despite decreases in the national crime rate, there was a 43% increase in the number of victims who were found eligible for compensation benefits in FY13.

- Customer surveys submitted by eligible victims in FY13 rated their overall satisfaction with the services received at an average of 4 on a scale of 1 - 5, with 1 = very poor and 5 = very good.

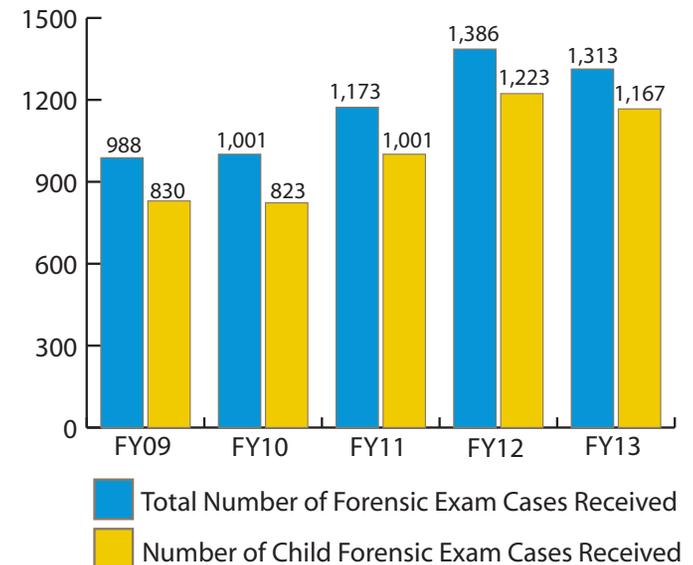
CVCP Funding Sources



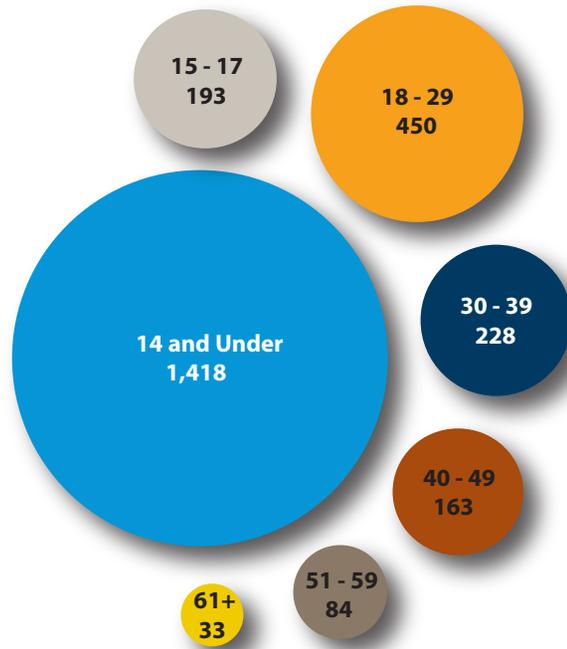
Child Forensic Exams have averaged **86%** of the total forensic exam cases received over the past 5 years with a high of **89%** in FY13.

The Program has assisted over **34,600** crime victims since inception and has paid approximately **\$43 million** in crime related treatment and services. Currently **6,514** victims are actively receiving services from the Program.

Forensic Exams

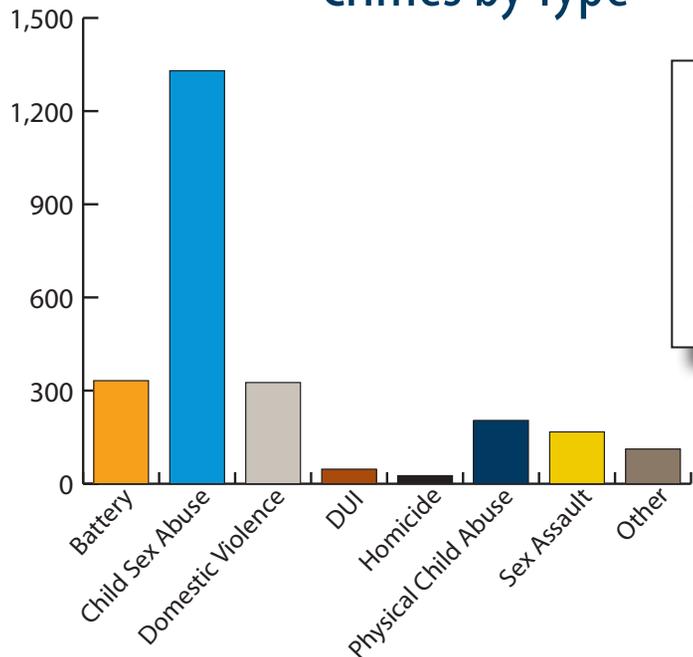


Cases by Age of Victim



Approximately **88%** of the cases served involve criminal conduct against women and children and **63%** of crime victims are children.

Crimes by Type



Most crimes are committed in the home. **57%** of crimes reported were committed in the victim/offender home, victim's home, or alleged offender's home.

Personal Perspective

"I had no prior knowledge of this program until a friend informed us. It was a tremendous help to our family. What a great program. Thank you!"
- Recipient - Bannock County

"I am so thankful for this program especially during such a difficult time. It is nice to know that other women have this available to them because I know how much it helped me."
- Recipient - Bonner County

"I'm very glad you guys were here for me! You helped me financially and mentally which made life much easier."
- Recipient - Kootenai County

"I am very grateful to you and that we have a program like this. Thank you so very much!"
- Recipient - Bonneville County

"Thank you very much in my time of need and crisis. I greatly appreciate your assistance in my recovery."
- Recipient - Ada County

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	329	322	21	672	465	268	\$37,263	\$780,723	\$561,678	\$93,670
Adams	2	1	0	3	1	1	\$0	\$308	\$11,837	\$0
Bannock	69	39	12	120	77	23	\$2,504	\$110,627	\$137,428	\$6,793
Bear Lake	3	1	0	4	1	1	\$0	\$114	\$9,804	\$685
Benewah	4	0	0	4	1	0	\$0	\$435	\$9,149	\$322
Bingham	17	13	4	34	26	5	\$3,502	\$10,506	\$78,320	\$4,295
Blaine	14	8	0	22	18	6	\$693	\$34,442	\$28,491	\$3,000
Boise	4	11	1	16	5	11	\$435	\$13,524	\$12,817	\$0
Bonner	20	0	1	21	20	6	\$2,467	\$32,551	\$45,668	\$7,087
Bonneville	53	81	24	158	89	21	\$15,439	\$170,750	\$132,085	\$20,565
Boundary	8	0	0	8	8	0	\$0	\$5,588	\$15,411	\$1,357
Butte	0	0	1	1	0	0	\$0	\$0	\$4,097	\$0
Camas	1	0	1	2	0	0	\$0	\$0	\$1,080	\$0
Canyon	330	262	116	708	417	147	\$43,133	\$375,090	\$214,080	\$27,839
Caribou	3	4	2	9	3	1	\$766	\$5,365	\$9,475	\$100
Cassia	14	24	1	39	34	12	\$6,441	\$27,215	\$50,472	\$1,045
Clark	0	0	0	0	0	0	\$0	\$0	\$2,867	\$0
Clearwater	10	0	0	10	7	3	\$0	\$60,521	\$13,283	\$2,533
Custer	1	0	0	1	2	1	\$0	\$3,479	\$6,332	\$1,684
Elmore	16	25	1	42	22	25	\$4,998	\$88,489	\$36,920	\$406
Franklin	2	0	2	4	5	1	\$473	\$2,768	\$15,077	\$0
Fremont	4	5	5	14	7	2	\$2,564	\$28,360	\$18,325	\$662
Gem	8	14	0	22	13	5	\$2,563	\$13,787	\$17,676	\$3,625

*Sexual Assault Examinations

County	General Claims	General with SAE	SAE Only	Total Claims	General Approved	General Denied	SAE Paid	General Paid	Fines Collected	Restitution
Gooding	9	20	0	29	21	12	\$3,187	\$88,823	\$15,827	\$1,666
Idaho	10	2	0	12	7	9	\$0	\$38,740	\$20,834	\$1,143
Jefferson	5	9	7	21	11	3	\$1,110	\$15,550	\$22,179	\$4,215
Jerome	17	43	0	60	28	26	\$5,175	\$62,268	\$57,869	\$6,042
Kootenai	97	4	1	102	117	20	\$6,698	\$359,987	\$175,877	\$21,182
Latah	7	7	0	14	12	8	\$4,167	\$31,725	\$35,252	\$6,435
Lemhi	5	2	1	8	6	2	\$1,816	\$5,016	\$6,487	\$244
Lewis	2	0	0	2	3	3	\$0	\$5,361	\$6,237	\$0
Lincoln	2	6	0	8	7	4	\$3,025	\$1,711	\$6,956	\$1,611
Madison	18	5	0	23	25	4	\$1,068	\$18,973	\$17,412	\$3,507
Minidoka	5	19	0	24	14	13	\$2,414	\$2,839	\$27,001	\$963
Nez Perce	49	2	2	53	41	14	\$4,574	\$88,098	\$75,505	\$4,227
Oneida	8	0	0	8	4	0	\$0	\$17,403	\$6,988	\$0
Out-of-state	4	1	2	7	0	4	\$0	\$0	\$0	\$0
Owyhee	3	7	3	13	1	3	\$0	\$7,472	\$12,812	\$795
Payette	8	20	0	28	16	17	\$3,943	\$28,560	\$40,348	\$3,586
Power	2	3	2	7	2	0	\$40	\$0	\$17,939	\$1,229
Shoshone	12	0	0	12	11	7	\$123	\$20,878	\$15,274	\$2,350
Teton	6	5	0	11	11	7	\$1,320	\$10,904	\$7,787	\$2,064
Twin Falls	62	85	3	150	90	61	\$16,843	\$142,555	\$160,801	\$19,807
Unknown	0	1	15	16	0	1	\$0	\$0	\$0	\$0
Valley	11	19	1	31	22	7	\$2,318	\$19,962	\$24,294	\$5,701
Washington	5	10	1	16	8	2	\$0	\$16,056	\$15,175	\$8,629
State Totals	1,259	1,080	230	2,569	1,678	766	\$181,061	\$2,747,521	\$2,147,222	\$271,066



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