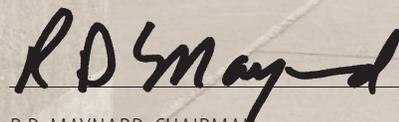


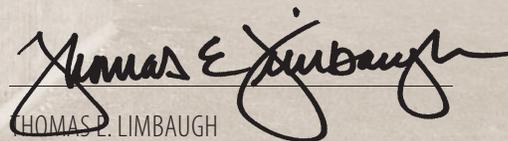


Strategic Plan

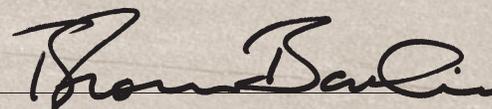
FISCAL YEARS ENDING
JUNE 30, 2010-JUNE 30, 2014



R.D. MAYNARD, CHAIRMAN



THOMAS E. LIMBAUGH



THOMAS P. BASKIN

IDAHO INDUSTRIAL COMMISSION

Introduction

The Idaho Industrial Commission's strategic plan is designed as a working document. The agency recognizes that circumstances will change during the term of this plan, which may create a need for revised objectives, strategies, and measures. As a result, the agency regularly revisits and updates this plan.

The need for a strategic plan for the workers' compensation system and crime victims' compensation program is essential to ensure that both are meeting the specific needs of the people they serve. The Industrial Commission will continue its dedicated effort to communicate regularly with constituents, industry representatives, members of the legislature, and other interested parties as a means of ensuring the agency's goals and objectives are executed equitably, efficiently, and promptly.

As part of the strategic planning process for the agency, the Industrial Commission develops an annual business plan and performance measurement report. The business plan identifies current key issues the agency is facing, and the specific plans to address those issues. The performance measurement report assesses the progress the agency is making in achieving its annual goals. Both documents are submitted annually to the Governor's office.

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

Values

- Quality Customer Service
- Impartiality
- Accessible Services
- Ethical Practices and Behavior
- Cost Effective and Efficient Operations

Key External Factors and Challenges

- Declining economic conditions of Idaho's business industry has caused a decrease in Commission revenues, requiring constant analysis and adjustments in agency operations.
- The escalating costs and complexity of medical services impacts the workers' compensation system and the Crime Victims Compensation Program.
- Special interest groups representing the many facets of workers' compensation and legislative changes can significantly impact the functions of the Idaho Industrial Commission.
- State budgetary constraints have severely limited our ability to provide additional compensation for our employees. While turnover has not increased in the past year, once the economy improves, we anticipate losing experienced personnel to private sector jobs.
- The growing rate of unemployment across the state has tremendously impacted all agency departments. Struggling businesses are electing to drop workers' compensation insurance, unemployment insurance appeals are on the rise, and job placement for injured workers has become increasingly difficult.
- Budgetary cutbacks have resulted in keeping vacant positions unfilled for long periods of time, straining workloads and service delivery.

Adjudication Division

FUNCTION: *Promotes the timely processing and resolution of disputed workers' compensation claims and medical fee disputes; provides an alternative method of resolving disputes through mediation; provides judicial review of unemployment insurance appeals from the Idaho Department of Labor; hears appeals from determinations made by the Crime Victims Compensation Program.*



Goals	Objectives/Strategies	Measurements
<p>Provide timely, equitable, and consistent resolution of disputes arising out of workers' compensation, unemployment appeals, and crime victims' compensation cases.</p>	<ul style="list-style-type: none"> ■ Issue workers' compensation decisions within an average of sixty (60) days following the date a case goes under advisement. ■ Successfully resolve ninety percent (90%) of mediated claims. ■ Maintain an average age of pending upper-level unemployment insurance appeals of less than 40 days. ■ Increase external customer satisfaction with adjudication and mediation processes. ■ Reduce the time between the request and the actual hearing. 	<ul style="list-style-type: none"> ■ Monthly review of case management reports reflecting the department's performance. ■ Customer feedback. ■ Input from the Industrial Commission's Advisory Committee. ■ Less than ten percent (10%) of workers' compensation decisions appealed to the Idaho Supreme Court.
<p>Establish statutes and/or rules that set reasonable fees for quality and timely medical services provided to Idaho's injured workers.</p>	<ul style="list-style-type: none"> ■ Research other states and national studies regarding similar laws and rules. ■ Analyze available data to establish draft legislation that meets the needs of all parties. ■ Receive input from the public and special interest groups on draft legislation. 	<ul style="list-style-type: none"> ■ Average time loss for injured workers is maintained at the current level or is reduced. ■ Workers' Compensation premiums remain stable. ■ Medical fee disputes are reduced by 50%.

Compensation Division

FUNCTION: *Evaluates insurance carriers requesting to write workers' compensation insurance and employers requesting to become self-insured; endeavors to maintain adequate securities are on deposit with the State Treasurers Office to cover outstanding awards; enforces the insurance requirements of the Idaho Workers' Compensation Law; and ensures that workers' compensation benefits are paid properly and timely; provides educational opportunities to constituent groups; audits sureties; resolves emergent issues between claimants and sureties on non-litigated claims.*

Goals	Objectives/Strategies	Measurements
<p>Enhance informational and educational opportunities for the public regarding Idaho's Workers' Compensation Law and programs offered by the Commission.</p>	<ul style="list-style-type: none"> ■ Provide training and outreach programs on the insurance requirements of Idaho's Workers' Compensation Law in all areas of the state. ■ Continue offering the Certified Idaho Workers' Compensation Specialist (CIWCS) Program statewide. ■ Conduct an annual workers' compensation seminar for workers' compensation professionals. 	<ul style="list-style-type: none"> ■ Reduction in the number of employer compliance cases referred for investigation. ■ Conduct trainings for accountants and insurance agents throughout Idaho. ■ Review of training program evaluations. ■ Demand for training, and the number of trainees in attendance. ■ CIWCS Program certifies 85% of participants.
<p>Improve the exchange of information between internal and external customers.</p>	<ul style="list-style-type: none"> ■ Enhance the public's access to information and understanding of the Commission's roles and responsibilities through a user-friendly web site. ■ Develop an electronic document management system for Commission records. ■ Implement a mandatory electronic record reporting requirement. 	<ul style="list-style-type: none"> ■ Statistical and research information available on the Commission's web site by end of calendar year 2009. ■ Feedback from customers. ■ Tracking page views and time spent on the Commission's web site. ■ Number of hits (contacts) on the Employer Coverage Verification system. ■ Number of records, by type, reported electronically each year through 2014. ■ Work processes are streamlined, enabling contact with 10% more employers in FY 2011.

Rehabilitation Division

FUNCTION: Assists injured workers in maximizing their medical recovery while facilitating a timely return to employment, which is as close to the worker's pre-injury status and wage that can be obtained.



Goals	Objectives/Strategies	Measurements
<p>Provide education and community awareness through direct contact with employers with the intent of increasing placement of injured workers to the workforce.</p>	<ul style="list-style-type: none"> ■ Increase direct contact with both new and existing employers. Discuss their business and employment needs. Explain services available and provide them with ICRD literature and contact information. ■ Continue to shorten the period of time-loss of injured workers through facilitating a timely and successful return to work. ■ Increase return to work with both the time-of-injury employers and to new employment situations. ■ Evaluate time-loss claims by county to determine needs for rehabilitation services. 	<ul style="list-style-type: none"> ■ Review percentages of referrals for each group through the Breakdown by Referral Source Report. ■ Monitor the Rehabilitation Monthly Performance Indicator Report for the number of cases rehabilitated after providing services. ■ Review monthly time-loss claims by county report and increase the percentage of those cases referred for rehabilitation. ■ Meet annually with referral sources for input on services.
<p>Provide outstanding rehabilitation services to injured workers in the state of Idaho.</p>	<ul style="list-style-type: none"> ■ Determine client's eligibility for services on a timely basis. ■ Evaluate the physical demands of the time-of-injury position, and submit information to medical providers. ■ Assist employers in retaining a well-trained work force. ■ Minimize the effects of work place injury by returning workers to pre-injury wages. 	<ul style="list-style-type: none"> ■ Time from referral to determination of eligibility for services is less than ten (10) days. ■ Return sixty percent (60%) of cases to pre-injury employment. ■ Monthly monitoring of the Goal Oriented Performance Report. ■ Rehabilitated workers maintain at least ninety percent (90%) of their pre-injury status and wage.

Crime Victims Compensation Program

FUNCTION: *Provides financial assistance to victims of crime for health care and related expenses that are incurred as a result of criminally injurious conduct. The program also pays for sexual assault forensic examinations.*

Goals	Objectives/Strategies	Measurements
<p>Enhance and diversify funding sources to meet increased demand for services, and provide both short and long term financial stability.</p>	<ul style="list-style-type: none"> ■ Enhance recovery efforts through the acceptance of credit cards, garnishment of wages and accounts, and the seizure of assets. ■ Review budget expenditures every two months and adjust reimbursement levels accordingly. ■ Develop fee schedule for services provided to victims. 	<ul style="list-style-type: none"> ■ Ensure that program expenditures are within appropriated budget. ■ Payments to medical providers are reduced by 25%. ■ Increase total recovery by 20% by the end of FY 2010. ■ Accept credit card payments for restitution by end of calendar year 2010.
<p>Respond effectively to increases in demand for victims' services, and community education programs.</p>	<ul style="list-style-type: none"> ■ Enhance outreach activities and community presence. ■ Identify alternative media to promote community/public education opportunities. 	<ul style="list-style-type: none"> ■ Review of monthly and annual management reports to evaluate timeliness of responding to requests for services and other statistical data.
<p>Pro-actively administer benefits available in an efficient, timely, and customer friendly manner.</p>	<ul style="list-style-type: none"> ■ Provide proactive services to recipients to ensure utilization of services. ■ Utilize technology to streamline internal processes and increase productivity. 	<ul style="list-style-type: none"> ■ Collect supporting documentation within forty five (45) days from receipt of application. ■ Determine eligibility for benefits within thirty (30) days from receipt of supporting documentation. ■ Review of monthly statistical management reports. ■ Claimant surveys to evaluate efficiency and effectiveness of services. ■ Positive input from service providers and referral services. ■ Benefit utilization is maintained at seventy percent (70%).



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