

PROGRAM DESCRIPTION

Department of Labor and Industrial Relations

HB Section(s): 7.840

Workers' Compensation Program Administration

Program is found in the following core budget(s): Division of Workers' Compensation

1a. What strategic priority does this program address?

Growth: Foster a business environment to support economic development.

Fair administration of the workers' compensation program to achieve operational stability in the business environment and ensure injured workers are receiving the benefits to which they are entitled.

1b. What does this program do?

- Provides administrative oversight to the Division of Workers' Compensation processes and programs to ensure compliance with applicable Missouri law.
- Administrative Law Judges (ALJs) preside over evidentiary hearings on contested cases and medical fee disputes, issue awards (judgments) and dismissals, and conduct conferences and mediation in order to fulfill the Division's statutory responsibility to adjudicate and resolve such disputes.
- Offers early intervention services and mediates disputes that arise between parties offering the opportunity to resolve disputes in a timely and equitable manner, allowing parties to avoid litigation, stress, and increased expenses.
- Responds to records and data requests and sends awards to the parties in compliance with statutes.
- Fields inquiries from injured employees, employers, and other interested parties, providing accurate and relevant information in response to the request.
- Reviews, analyzes, and processes documents and data including Claims for Compensation, First Reports of Injury (FROI), and other documents required by Missouri law.
- Oversees the Line of Duty Compensation and Tort Victims' Compensation Programs.

2a. Provide an activity measure(s) for the program.

	FY 2018 Actual	FY 2019 Projected	FY 2019 Actual	FY 2020 Projected	FY 2020 Actual	FY 2021 Projected	FY 2022 Projected	FY 2023 Projected
Claims for Compensation by Resolution Type ¹								
<i>Dismissals</i>	6,528	5,947	7,078	7,272	8,364	8,976	9,609	10,024
<i>Settlements</i>	13,487	13,252	13,449	13,446	13,288	13,222	13,146	13,099
<i>Awards</i>	619	622	535	516	404	332	265	218
First Reports of Injury (FROI) Processed	120,148	120,476	119,291	119,410	119,654	119,654	122,047	124,488
Contested Case Proceedings Received for Claims for Compensation	20,827	21,595	21,597	22,029	18,491	18,491	18,861	19,238

¹ There are several variables beyond the division's control that can affect claims resolutions, thus projections for future fiscal years are strictly estimates and are difficult to predict.

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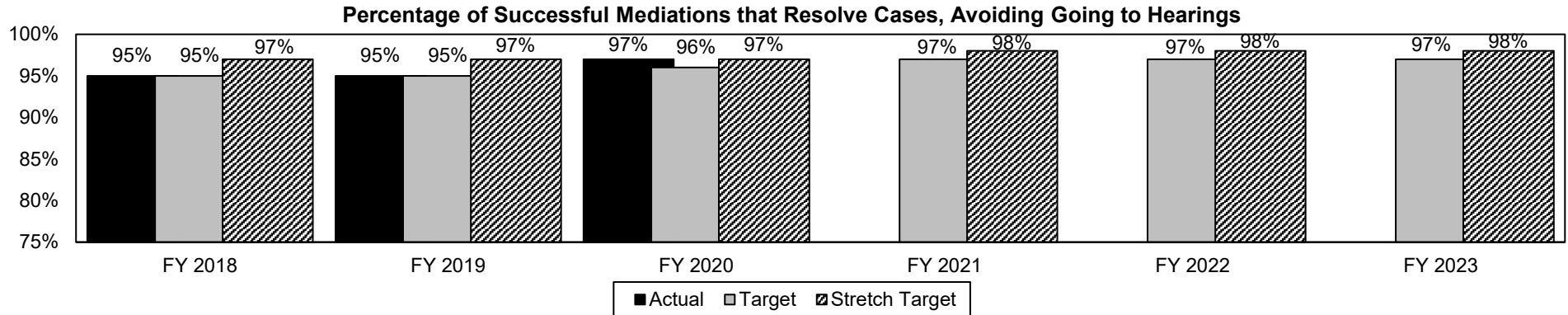
Department of Labor and Industrial Relations

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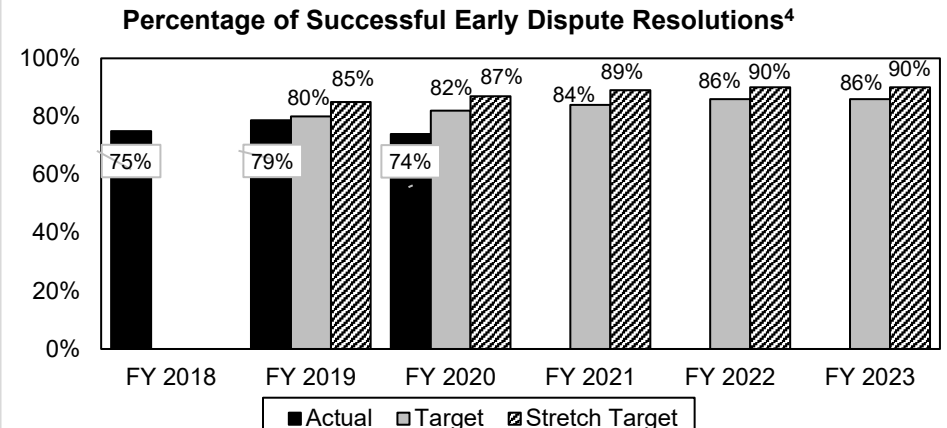
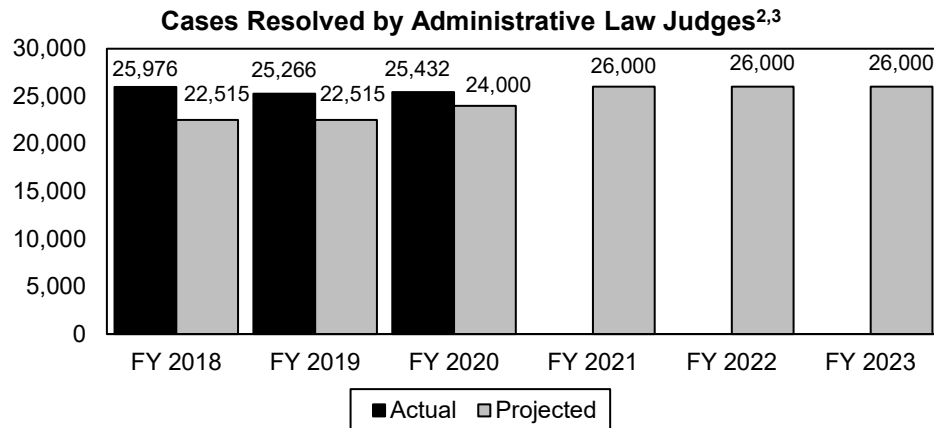
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2b. Provide a measure(s) of the program's quality.



2c. Provide a measure(s) of the program's impact.



² Cases resolved through dismissal, settlement or decision, avoiding further court proceedings, allowing quicker resolution of cases and reducing costs for all parties.

³ Projections reflect the implementation of the Division's early dispute resolution program and the effort undertaken to resolve backlogs of current cases.

⁴ Early dispute resolution allows parties to resolve cases and avoid a contested case proceeding by filing a Claim for Compensation. This measure did not have targets set in previous years. The Division recently filled a vacant Mediator position which accounts for a decline in resolutions for FY2020.

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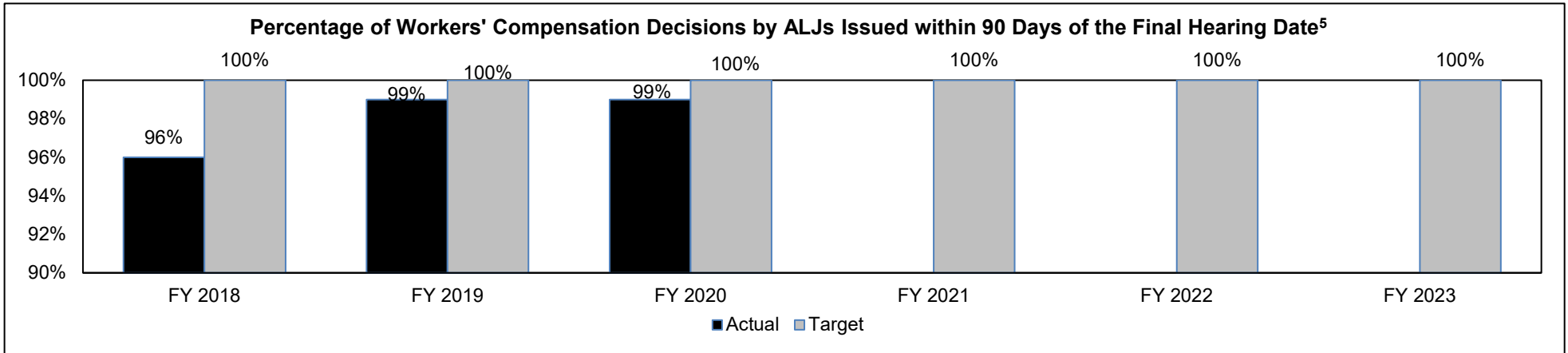
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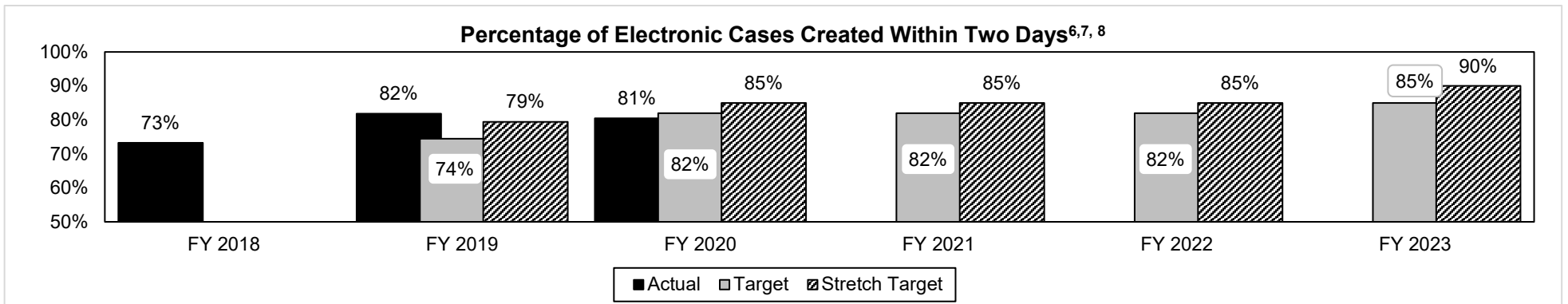
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2d. Provide a measure(s) of the program's efficiency.



⁵The hearing is concluded within thirty days of the date of hearing, except in extraordinary circumstances where a lengthy trial or complex issues necessitate a longer time than ninety days. The time frames are set in accordance with the performance standards established for the Administrative Law Judges by the ALJ Review Committee and Chapter 287, RSMo, to ensure that cases move through the system without delay. Neighboring states range from thirty days to no limit for ALJ decisions.



⁶ Files are created from First Reports of Injury (FROIs) and Claims for Compensation. Creation of an electronic case file allows the case to move toward resolution more quickly. Case information can be accessed electronically rather than reviewing paper copies and reduces the amount of storage necessary to maintain case files.

⁷ In FY2019, the Division migrated electronic access and storage of imaged documents to OnBase from a solution that was no longer supported. Full utilization of OnBase is an ongoing process.

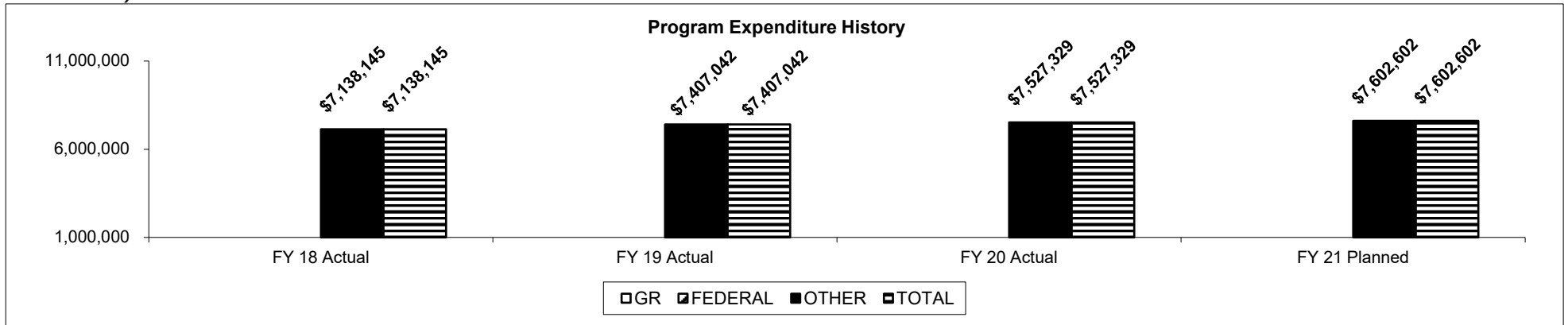
⁸ The FY2023 targets assume that the DWC Modernization system will be in operation and will support faster electronic case creation.

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3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

Workers' Compensation Administration Fund.

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 287, RSMo.

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No