

## 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 2020		FY 2021		FY 2022		FY 2023	FY 2024	FY 2025
	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Projected	Projected
Claims for Compensation by Resolution Type <sup>1</sup>									
<i>Dismissals</i>	7,272	8,364	8,976	7,347	7,827	6,916	6,916	6,986	7,055
<i>Settlements</i>	13,446	13,288	13,222	11,677	11,842	11,128	11,128	11,351	11,464
<i>Awards</i>	516	404	332	278	284	320	320	326	330
First Reports of Injury (FROI) Processed	119,410	119,654	119,654	113,422	115,690	110,572	110,572	112,783	113,911
Contested Case Proceedings Received for Claims for Compensation	22,029	18,491	18,491	15,998	16,318	15,850	15,850	16,167	16,329

<sup>1</sup> 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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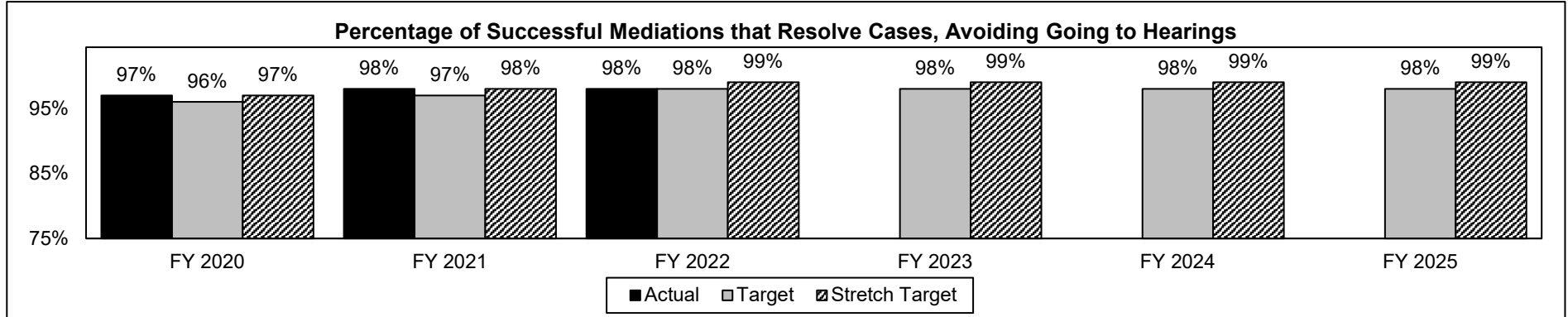
Department of Labor and Industrial Relations

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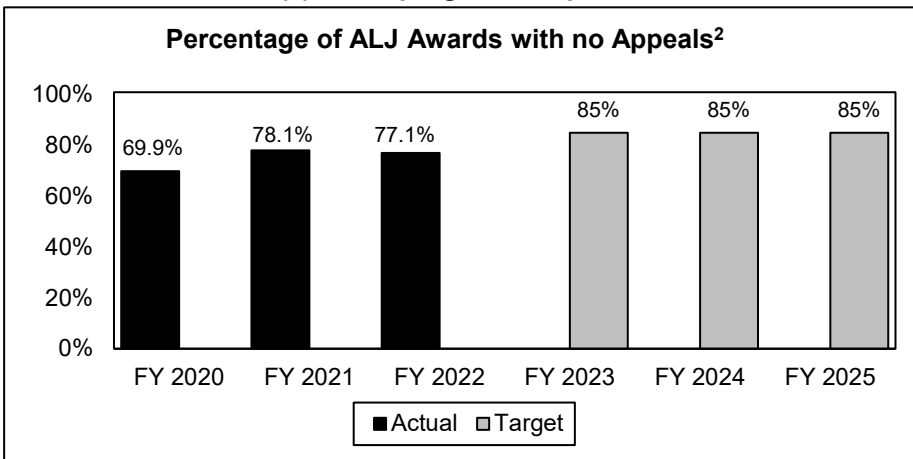
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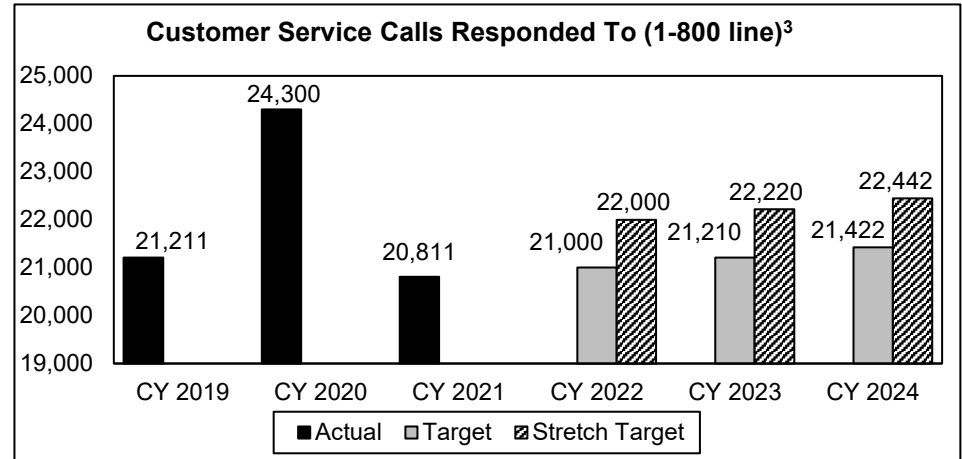
### 2b. Provide a measure(s) of the program's quality.



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



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



<sup>3</sup> The Division is required to maintain a public information program that provides assistance to all parties including injured workers, employers, insurers, and lawyers. This is a new measure in FY 2024 budget, therefore prior year projected data is not available.

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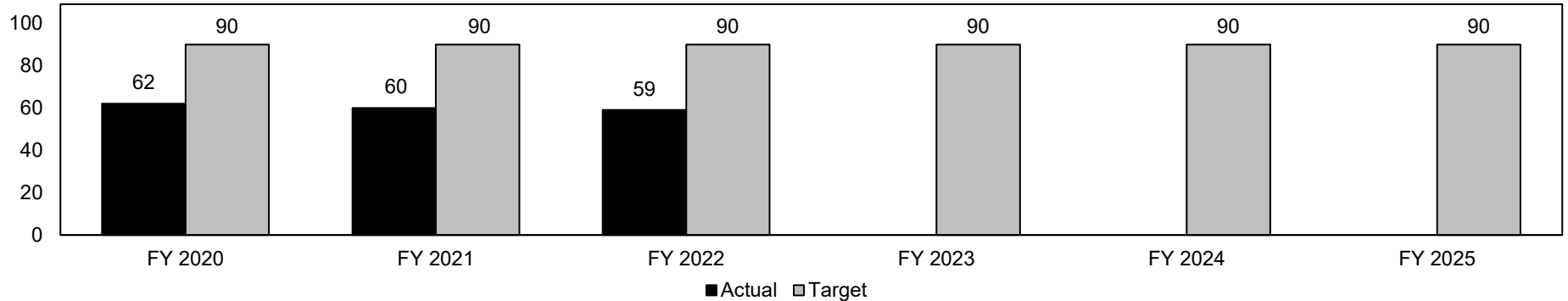
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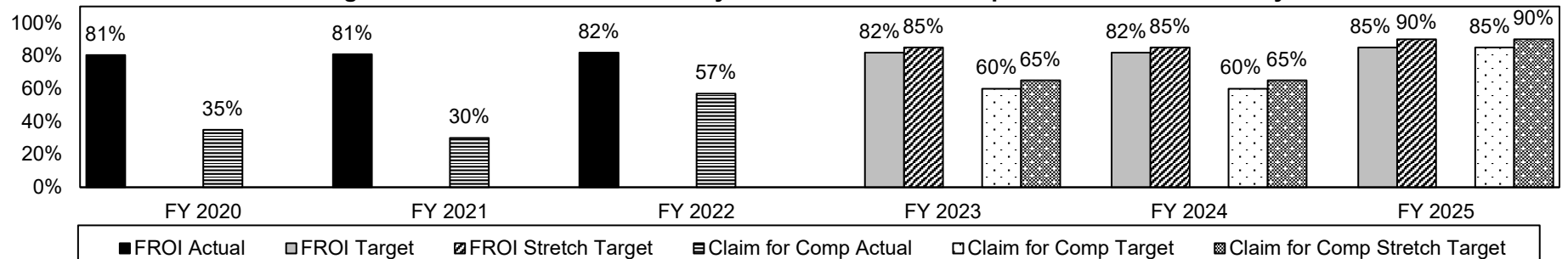
2d. Provide a measure(s) of the program's efficiency.

**Average Number of Days for ALJs to Issue WC Decisions from Date of Hearing<sup>4</sup>**



<sup>4</sup>The 90 day 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.

**Percentage of Electronic Cases Created by FROI or Claim for Compensation Within Two Days<sup>5,6</sup>**



<sup>5</sup> 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.

<sup>6</sup> The FY 2025 projected data assumes Phase one of the implementation of DWC's Modernization system will be in operation and will support faster electronic case creation.

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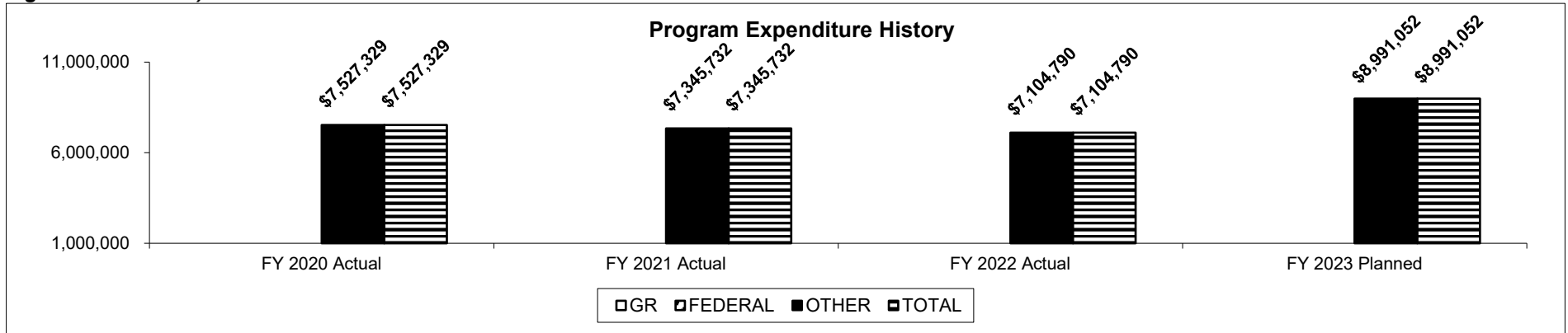
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3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



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