

AGENCY NAME:	WORKERS' COMPENSATION COMMISSION		
AGENCY CODE:	R080	SECTION:	074

Fiscal Year 2020–2021 Accountability Report

SUBMISSION FORM

I have reviewed and approved the data submitted by the agency in the following online forms:

- Reorganization and Compliance
- Strategic Plan Results
- Strategic Plan Development
- Legal
- Services
- Partnerships
- Report or Review

I have reviewed and approved the financial report summarizing the agency's budget and actual expenditures, as entered by the agency into the South Carolina Enterprise Information System.

The information submitted is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN AND DATE):	Signature on file.
(TYPE/PRINT NAME):	Gary M. Cannon

BOARD/CMSN CHAIR (SIGN AND DATE):	Signature on file.
(TYPE/PRINT NAME):	T. Scott Beck

FY 2020-2021 Agency Accountability Report
Reorganization and Compliance Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the

WORKER'S COMPENSATION COMMISSION

Primary Contact:

First Name	Last Name	Role/Title	Phone	Email Address
Gary	Cannon	Executive Director	803-737-5726	gcannon@wcc.sc.gov

Secondary Contact

First Name	Last Name	Role/Title	Phone	Email Address
Sandee	Sprang	Director of IT	803-737-5685	ssprang@wcc.sc.gov

Agency Mission

The mission of the South Carolina Workers' Compensation Commission is to provide an equitable and timely system of benefits to injured workers and employers in the most responsive, accurate, and reliable manner possible.

Adopted in: 1997

Agency Vision

The vision of the SC Workers' Compensation Commission is to judiciously consider the facts of each case and render decisions based on the application of those facts to the law; for all stakeholders to be treated fairly and equitably and in a timely manner; to have an organizational culture that promotes efficiency and effectiveness; and to always keep in mind each case involves a human being.

Adopted in: 2009

Recommendations for reorganization requiring legislative change.

No

Please list significant events related to the agency that occurred in FY 2020-2021.

Month Started	Month Ended	Description of Event	Agency Measures Impacted	Other Impacts
March	March	COVID 19	All Production	Employees working from home

Does the agency intend to make any other major reorganization to divisions, departments, or programs to allow the agency to operate more effectively and efficiently in FY 2021-22?

Note: It is not recommended that agencies plan major reorganization projects every year. This section should remain blank unless there is a need for reorganization.

No

Is the agency in compliance with S.C. Code Ann. § 2-1-220, which requires submission of certain reports to the Legislative Services Agency for publication online and the State Library? See also S.C. Code Ann. § 60-2-20.

Yes

If not, please explain why.

Is the agency in compliance with various requirements to transfer its records, including electronic ones, to the Department of Archives and History? See the Public Records Act (S.C. Code Ann. § 20-1-10 through 20-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).

Yes

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Does the law allow the agency to promulgate regulations?

Yes

Please list the law number(s) which gives the agency the authority to promulgate regulations.

Has the agency promulgated any regulations?

No

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AGENCY'S DISCUSSION AND ANALYSIS

Established in 1935 as the South Carolina Industrial Commission, the South Carolina Workers' Compensation Commission is charged with administration of the South Carolina Workers' Compensation Act (the Act) found in Title 42 of the Code of Laws of South Carolina. In accordance with the Administrative Procedures Act, the Commission also promulgates rules and regulations necessary to implement the provisions of Title 42. Every South Carolina employer and employee, with certain notable exceptions, is presumed to be covered by the Act. The system is based on a "no-fault" premise. The Act establishes "loss parameters" that limit the employers' losses to defined amounts while ensuring workers in South Carolina receive quality medical treatment and compensated wages if injured in the workplace.

Employers covered by the provisions of the Act are required to maintain insurance sufficient for the payment of compensation, or they may become self-insured by furnishing the Commission satisfactory proof of their ability to pay the compensation in the amount and manner due an injured employee. The South Carolina Department of Insurance is responsible for approving rates and classifications for all workers' compensation insurers.

Workers' Compensation Commission has a total of 63 authorized positions. During FY20 the Commission employed fifty-one FTEs and five temporary employees, eight unclassified positions and forty-three classified positions.

Commissioners

The Commission consists of seven Commissioners appointed by the Governor with the advice and consent of the Senate for terms of six years. The Governor designates one commissioner as Chairman for a term of two years. The Chair is the chief executive officer of the Commission and responsible for implementing policies established by the Commission in its capacity as the governing board. In its judicial capacity the Commissioners are responsible for hearing and determining all contested cases, conducting informal conferences, approving settlements, approving fee petitions and hearing appeals. The following is an organization chart.

Administration

The Commission's annual operating budget is categorized in five departments in the Annual Appropriations Act: Administration, Commissioners, Judicial Management, Insurance and Medical Services and Claims. The department directors report to the Executive Director. The Executive Director is responsible for direct oversight of the administrative support services, human resources, budgeting and finance, procurement, facility management and legal services. The Information Technology (IT) Services function is budgeted under Administration in the Appropriations Act however the department operates like the other functional departments where the department head reports to the Executive Director. The IT Director reports to the Executive Director.

Executive Director's Office

The Executive Director's Office provides oversight of the administrative functions of the agency. This includes budget preparation, financial management and accounting, requisition and procurement, human resources, legal counsel, public information and ombudsman services.

As a result of the employee in the Finance Accounting Technician position leaving the employment of the Commission, management decided to contract with the SC Department of Administration for administrative support services. In July 2019 the Commission entered a Memorandum of Understanding with the SC Department of Administration for procurement services and finance and accounting services. The procurement services include purchasing solicitations, purchase order creation, purchase order sourcing, and procurement reporting. Finance and accounting services include general accounting, accounts receivable and payable, deposit processing, preparation of monthly financial reports, assistance with preparation of the annual operating budget, and completion of year-end reporting packages. This resulted in a savings of \$10,000 to the Commission. However, certain duties were retained in-house and assumed by the Executive Director's Executive Assistant. During FY21 the Executive

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Assistant processed ten purchase requisitions, 257 deposits, 639 invoices, and 131 travel expense reports.

As a part of the public information, outreach and ombudsman services the Executive Director's office logged 3,669 telephone communications, electronic and personal contacts with external stakeholders. Twenty-three general notices, policy advisories, updates and twelve agendas and supporting documents for the Commission Business Meetings were posted on the Commission's website and emailed to 759 individuals and organizations on a distribution list. Twelve email addresses were added to the list during FY20.

Office of the General Counsel

The Office of the General Counsel is part of the Executive Director's Office and operates with two FTEs, a General Counsel and Staff Attorney, and 3 part time Law Clerks. The General Counsel was directly involved in five litigated cases in FY 2020-2021; two cases pending before the Court of Common Pleas, one case pending before the Chief Procurement Officer, two cases pending before the SC Court of Appeals, and one case pending before the Supreme Court of South Carolina. General Counsel also advised on issues involving the State Ethics Commission and security matters with law enforcement. The Office of General Counsel assisted the Commissioners with drafting orders, giving assistance an average of five times per week, and regularly consulted with Commissioners on questions of workers' compensation law and their judicial duties. The Office wrote thirty-three proposed orders for single Commissioners or the Full Commission. General Counsel was involved in monitoring restrictions placed and lifted at the Local, State, and Federal level. General Counsel and the Staff Attorney continue to assist the Insurance and Medical Services Division in the enforcement of fines and penalties against non-compliant employers and insurers. Counsel appeared in three Hearings resulting in Rule to Show Cause Orders.

Human Resources

The primary focus for Human Resources during fiscal year 2020-2021 was concentrated on providing all staff with information regarding benefits and assisting them with Human Resource issues. In addition, the HR Manager worked to recruit, train, measure and evaluate the performance of all employees and to provide data to support recommended changes in policies and procedures. In FY21 the HR Manager attended one virtual PEBA training sessions, and one virtual SCEIS training sessions. Additionally, the HR Manager participated in four State HR Advisory meetings and was invited to the State Training and Development Consortium. The Commission had fifty-two approved FTEs. During FY21, six employees separated or retired, one part-time intern separated, one employee was promoted internally, and six new employees were hired to replace the ones that departed. One law clerk intern started employment in May of 2021 and was assigned to the General Counsel's office.

From July through February of FY21 the majority of the employees telecommuted from home. Starting March of 2021, employees were brought back into the office to work instead of telecommuting. Any exceptions for telecommuting going forward from March 2021 will be decided upon by the agency on a case-by-case bases. Daily reporting previously required by DSHR was changed in March 2021 to weekly reporting, and the HR Manager reported the number of employees working onsite, the number telecommuting, the number on leave because of COVID-19 and the number using sick/annual leave.

Information Technology Department

The IT Department is staffed with 5 employees who support the internal stakeholders by providing the appropriate technology to allow staff to work efficiently. The department supports the agency's external stakeholders by providing assistance with EDI transmissions, electronic submission of files, and end user support of the eCase portal. During FY20, the IT Department's resources were challenged to maintain agency operations while dedicating 4 staff to the Legacy Modernization Project, KERMIT. Despite all efforts by the agency, the deficiencies in the functionality of the system developed by vendor were so significant, the implementation was stopped, and the legacy system was re-activated. Subsequently, the vendor walked away from the project, discontinuing their effort to correct the system's issues. The Commission filed a Request for Resolution for breach of contract against vendor with the Procurement Department of the State Fiscal Affairs Authority. The IT Team then engaged with Microsoft to complete a gap analysis of the system. This analysis is on-going and will assess the scope of the

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problems in the KERMIT system, helping the Commission to define the most efficient path to the completion and implementation of a fully functional system.

Early in FY20, the IT department configured one of the Commission's hearing rooms with the technology needed to conduct virtual hearings. This, along with the department's standardization on laptops, positioned the agency to efficiently and effectively transition 80% of staff to a remote work strategy. The IT department continues to be very successful in executing all measures needed to enable and support a remote workforce and provide technology to ensure the continuity of business operations during these unusual times.

Insurance and Medical Services

The IMS Department is divided into three functional divisions: Coverage and Compliance, Medical Services and Self-insurance.

Coverage and Compliance Division

Coverage is responsible for receiving all first reports of injury in order to ensure employers have workers' compensation insurance for the injured employee. The number of accidents reported to the Commission during FY21 was 64,093. This reflects a 2% increase over the number report in the previous year. Of the number reported 39,100 were Minor Medical Reports which involved no lost time and the cost of medical was less than \$2,500. The number of cases re-opened totaled 2,732 which reflects a 11% decrease in the number reported last year.

Employers meeting certain statutory requirements are required to carry workers' compensation insurance for their employees. The Compliance Division verifies employers are complying with the coverage requirement by examining each first report of injury filed with the Commission, reviewing quarterly wage and employment data obtained from the Department of Employment and Workforce (DEW) for the 54,445 employers in the State and following up on individual citizen reports of potential non-compliance by employers. During FY21 the Division caused 397 employers to obtain insurance coverage for approximately 3,718 previously uninsured workers. A total of \$786,000 in fines and penalties were collected from these violations. The Division is responsible for collecting unpaid fines from insurance carriers for failure to submit required reports in a timely manner. Failure to pay the fine results in a Rule to Show Cause Hearing before a Commissioner. One-hundred seventy cases cases were set for Rule to Show Cause Hearings, resulting in \$148,972 fines being collected.

Medical Services Division

The Medical Services Division is responsible for overseeing the implementation of the medical fee schedules which establishes a maximum allowable payment for services provided in workers' compensation injuries. The In-hospital Fee Schedule and the Ambulatory Surgery Fee Schedule values are updated January 1 with the Center for Medicare and Medicaid Services (CMS). The values for these schedules are calculated by using the CMS values plus 40%. The Medical Services Provider Manual (MSPM) is updated annually in April. The maximum allowable payment is calculated by using medical codes from the American Medical Association, values established by the CMS and a dollar-based conversion factor approved by the Commission. The Commission has a formal dispute process for medical service providers and insurance carriers to utilize when billing and payment disputes arise. In FY20 the Division responded to 144 formal disputes through the Medical Fee Dispute Process as well as responding to 789 general inquiries from medical service providers and payers.

Self-Insurance Division

The Commission approves all applications for employers to be self-insured for workers' compensation insurance. The Self-Insurance Division of the IMS Department is responsible for reviewing all applications and to ensure the employer meets and maintains the qualifications and financial requirements to be approved to self-insure. During FY21 the Division recommended and the Commission approved 109 applications for self-insurance. The Division oversees eighty-three self-insured employers and nine funds providing coverage to about 1,800 employers and 350,000 workers. Forty-eight audits were conducted to monitor the financial stability of the self-insured employers and funds. The Division collects the 2.5% Self-Insurance Tax on the calculated premiums of self-insurers which resulted in \$5.8 million being collected. \$2.9 million was remitted to the State General Fund.

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During FY20-21 the processes and production of the IMS department were still slightly impacted by COVID-19. At times it was difficult to reach employers and address compliance issues and employers were slow to resolve compliance fines and penalties due to the pandemic's effect on their businesses. However, the biggest impact to the IMS department during FY 20-21 was staffing changes. One compliance officer left the agency in July 2020, and another left the agency in September 2020. Production was significantly impacted during that time as the workload was distributed between the two remaining compliance officers. Two new compliance officers joined the IMS department in October 2020 and November 2020. Production continued to be impacted as significant time and resources were used to provide the necessary training for the two new compliance officers.

Claims Department

The Claims Department processes periodic reports filed by carriers, reviews all final settlements and responds to request for claims history data. During FY20, the department processed 27,443 initial notices/termination of payments (Forms 15,15II, 17), and 53,738 Carrier's Periodic Report (Form 18). The department continues to encourage the use of electronic filing. Of total Form 18s received 31,585 were filed electronically through Electronic Data Interface (EDI); 19,499 were filed as an attachment to an email and 1,321 were received through the US Postal Service. The Department processed 7,776 Clinchers, 2,559 Form 16s, and 178 Third Party Settlements. The Department continues to conduct outreach efforts to educate and inform stakeholders on the correct procedures for filing reports timely in order to avoid assessments of fines.

Four of the Claims Department employees worked from home and four essential employees continued to work on-site to process incoming and outgoing mail, invoices, deposits, required WCC Forms and attorney fee petitions in response to the Governor's Executive Order.

Judicial Department

The Judicial Department monitors, reviews and assigns all contested workers' compensation cases for hearings with a single Commissioner, processing requests for scheduling Informal Conferences, and processing appeals of single Commissioner decisions and orders for hearing before an Appellate Panel. During FY21, the department processed over 33,000 pleadings, motions, appeals, and mediation documents. The department effectively continued to obtain and coordinate the use of 100 different locations across the state with local governments, educational institutions, and state agencies to schedule venues for Single Commissioner Hearings and Informal Conferences in the seven jurisdictional districts.

Informal Conferences

An informal conference is an opportunity for the claimant and a representative of the employer's insurance carrier to meet with a Claims Mediator or a Commissioner to discuss the settlement of the claim. The Commission assigned 3,269 cases for Informal Conferences of which 2,466 were conducted. A Commissioner is responsible for conducting an Informal Conferences when an agreement is not reached during the meeting with the Claims Mediator or the medical costs exceed \$50,000. Eighty-one were conducted by Commissioners during FY21.

Single Commissioner Hearings and Other Case Related Activity

The department assigned 9,479 cases to the Commissioners offices during FY21. This number is slightly lower than the previous year. The Commissioners conducted 835 hearings which was 23% more than the previous year. The Commissioners are responsible for all aspects of a case which includes more than hearing cases and issuing Decisions and Orders. During FY21 the Commissioners approved 11,312 settlements and 8,314 attorney fee petitions; issued 216 administrative orders; issued 2418 single commissioner orders and 3,219 consent orders; conducted 1,748 clincher conferences and 282 pre-hearing conferences; reviewed 1,531 motions and approved 759 relief of counsel motions.

Processing Time

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The amount of time for a disputed case to be resolved is critical to the employee and employer. Time will impact the cost of the claim to the employer in the form of temporary compensation. To the injured employee a delay may result in medical services not provided or payment not made to the injured worker in a timely manner. The Commission constantly monitors the average number of days for processing a hearing request and docketing a hearing. The request is processed in an average of 30 days and a hearing is docketed in an average of 88 days. Both averages include the required notice period for each case. After the hearing the Commissioner issues order instructions within 90 days.

Full Commission Appellate Activity

During FY21 there was an overall decrease in the Appellate activity. Single Commissioner decisions appealed decreased by 42%; the number of cases reviewed by the Appellate Panels decreased by 14%; and the number of Appellate Panel decisions appealed to a higher court decrease 33%. (FC hearings in FY 20 were 69 and FY 21 were 59 so that is a decrease of 14%.

Mediations

During FY21 the Commission received 854 reports of mediation via the Form 70. Of those 655 were resolved, 191 failed to be resolved and eight remained unresolved with pending issues. Seven mediations occurred as a result of an Order by a Commissioner.

The majority of the Judicial employees returned to the office March 2021. The employees with high risk to exposure were allowed to continue to work from home.

Appellate hearings continue to be conducted electronically with the Commissioners participating via Zoom.

SC Department of Vocational Rehabilitation

The Commission continues to work with the S.C. Vocational Rehabilitation Department (SCVRD) for the benefit of the injured workers in South Carolina by providing access to claimant's data, referring claimants to SCVRD and to working the counselor assigned to the Commission to coordinate claimants' access and referral to their services. The SCVRD counselor reviews individual claims and attends hearings and Informal Conferences to ascertain if the claimants would benefit from SCVRD services. SCVRD staff in local offices continued to access electronic portal to case records to contact claimants about SCVRD services. SCVRD contacted 2,523 claimants during the FY21.

Risk Assessment and Mitigation Strategies

The Commission was established in 1935 to provide an equitable and timely system of benefits to injured workers. The inability to accomplish this mission and failure to achieve the goals and objectives would have devastating impacts on the injured worker and employer. The injured worker would be unable to receive medical care in a timely manner thus delaying the individual's return to work. The employer is impacted by the potential loss of production because the injured worker's absence and the potential increase in the insurance premiums.

During FY2021 the pandemic required the Commission to change the business processes to ensure the continuity of all claims being processed for adjudication of disputed claims so claimants to receive benefits afforded them under the Act in a fair and timely manner. The safety and well-being of the Commission's personnel was foremost. Without staff resources to process claims and the Commissioners availability to conduct hearings the system would suffer greatly. The Commission implemented a plan to designate about 20% of the employees as essential and continue to work on site at the Commission's office. The Commission implemented CDC and DHEC recommended safety protocols for these employees. The remaining 80% of employees were able to work from home to perform their primary duties and responsibilities. The essential employees processed incoming mail, including pleadings, claims, forms, and deposits then forwarded those items to the appropriate employee working from home. Fortunately, the existing IT infrastructure was adequate for the Commission to implement this plan allowing the Commission able to sustain a level of productivity at a pre-pandemic level.

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The long-term risk to the agency lies with the ability to modernize the IT Legacy System. The General Assembly provided funding for elements of the project to date. While the Commission's IT Legacy System was adequate to allow this plan to be implemented it is woefully inadequate for the future. The Legacy System was 30 years old and major changes would be required for it to keep pace with requirements of a modern IT system. In 2018 the Commission embarked on a project to modernize the IT Legacy System by contracting with a vendor, evaluating business processes, and assisting the vendor with the development of the new system. The new system is designed to provide new functionality previously unavailable to stakeholders and increased security to meet the state and federal requirements. The system allows stakeholders the ability to create and transmit electronic files and to make electronic financial transactions efficiently and securely thereby eliminating the need for paper forms, pleadings and checks.

During two unsuccessful launches of the new system, it failed to provide the required functionality which ultimately led to a dispute with the vendor indefinitely delaying the implementation. The dispute is currently before the State Procurement Office for review. Until the dispute is resolved and a final of the functional deficiencies is determined, funding for completion is an unknown factor. An option for the General Assembly to aid with mitigation is to approve the expenditure of existing funding to complete the project.

Another risk/mitigation strategy concerns venues for Commissioners to conduct hearings across the state. The Commission has divided the state into 7 districts in which individual commissioner hearings are conducted. Cases are assigned to a district based on the location where the injury occurred. The Commission does not own or have legal control over physical locations across the state to conduct hearings. These sites are owned by state and local governments, councils of governments and educational institutions. Some local governments allow the use of county and municipal courtrooms, county and municipal council chambers and conference rooms. Councils of governments provide conference rooms and technical colleges provide classrooms, training rooms conference rooms on a limited basis. Currently one hundred sites in the seven districts are available for hearings on a limited basis. The Commission has no guarantee on the availability of the sites. The loss would create possible delays in hearings occurring causing a delay in the final disposition of the case. This would delay the claimant receiving the benefits afforded them under the Act and increasing the cost to employers. To mitigate this potential problem would require action by the General Assembly to either to provide funds to lease space or mandate the space be provided by the state and local governments and educational institutions.

Financial Report

General Fund

The General Fund ended the fiscal year with total expenditures of \$2.6 million, 9% less than the budget. This resulted in a surplus of \$235,000.

Earmarked Fund

For FY2021 the Commission expenditures were 22% less than the amount budgeted. The Commission projected \$3.3 million in Earmarked Fund revenues for FY20. We missed the projection by 7%, or \$242,000. While some revenue accounts underperformed others performed better than expected. Fines and penalties and filing fees account for 95% of the total projected revenues for the Commission. We projected receiving \$1.9 million in fines and penalties however we only received \$1.6 million, \$343,000 or 17% less than projected. Filing fees generated \$37,000 more than the \$1.1 million projected. We projected collecting \$66,000 from photocopying fees and sales of listings and labels but the total receipts for these accounts was \$169,000. While any amount of deficit in revenues received and revenues projected may be considered unsatisfactory, the key factors that resulted in the decrease in revenues can be attributed the problems associated with change in business processes as a result of eighty percent of staff working from home for nine months of the fiscal year.

Self-insurance Tax

The Commission collected \$5.8 million in self-insurance tax revenues and transferred \$2.9 million to the State General Fund

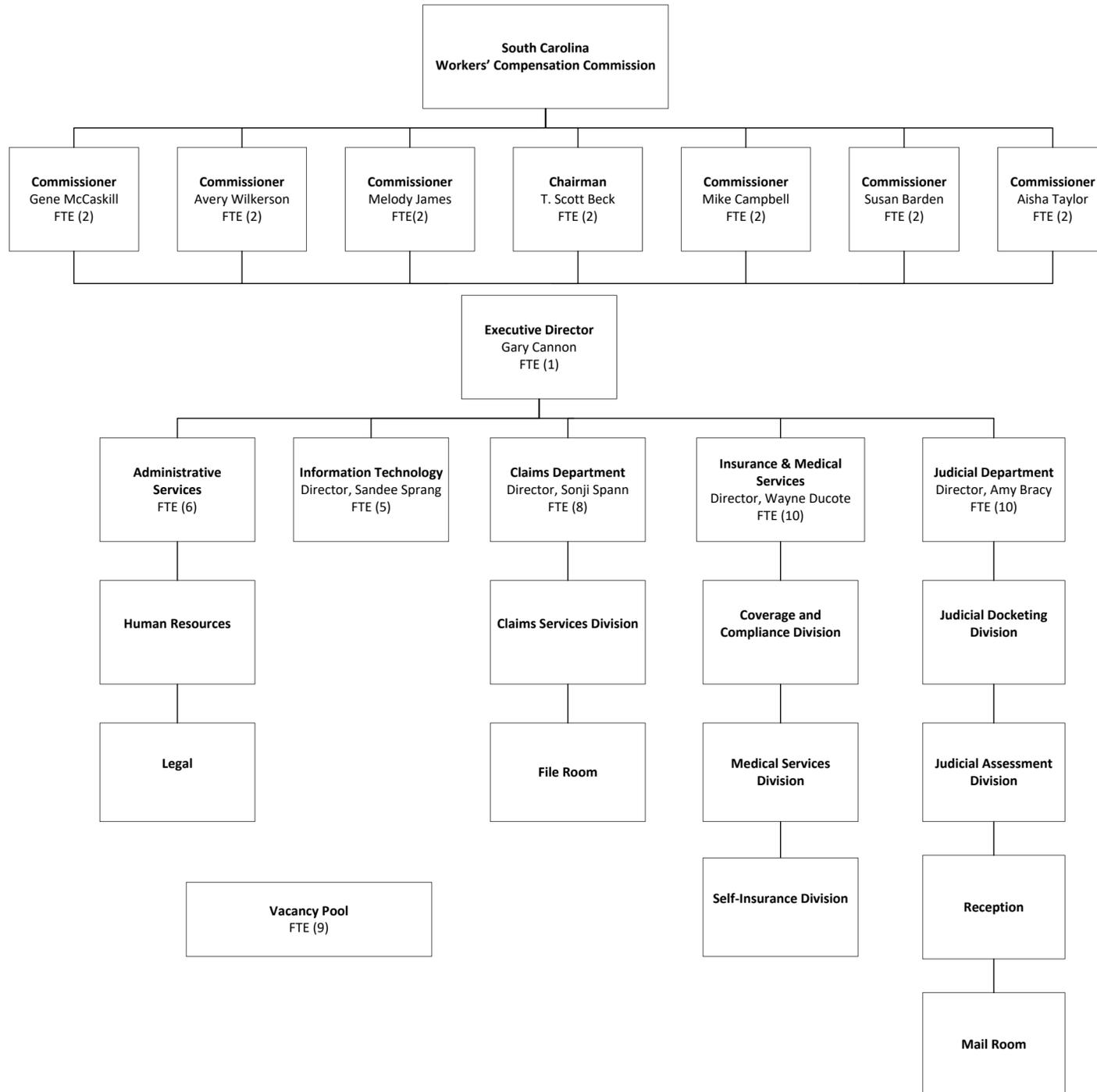
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IT Modernization Project

The Commission carried forward \$1.6 million of funds appropriated by the General Assembly for this IT project.

The following is a comparison of the key statistical data of the Commission for FY2020-21.

South Carolina Workers' Compensation Statistical Summary	2019-2020	2020-2021	% chg
1. Number of Employers Purchasing Insurance	100,684	104,869	4.2%
2. Number of Employers Qualifying as Self-Insurers	2,019	1,921	-4.9%
3. Investigations Active Beginning of Fiscal Year	528	253	-52.1%
4. Investigations Initiated	1,300	1,711	31.6%
5. Investigations Set for Show Cause Hearings/ Consent Agreements Received	657	582	-11.4%
6. Total Investigations Closed	1,687	1,630	-3.4%
7. Investigations Active at Close of Fiscal Year	253	307	21.3%
8. Number of Accident Cases Filed with the Commission	66,825	58,327	-12.7%
A. New Cases	64,093	55,553	-13.3%
i. WCC Cases Created	24,993	25,545	2.2%
ii. Minor Medical Reported (12M)	39,100	30,008	-23.3%
B. Reopened cases	2,732	2,774	1.5%
9. Number of Cases Closed during Fiscal Year	64,345	58,206	-9.5%
A. Individually Reported Accidents	25,245	28,198	11.7%
B. Minor Medical Only Accidents Reported in Summary	39,100	30,008	-23.3%
10. Total Compensation & Medical Cost Paid on Closed Cases	\$1,038,143,872	\$1,083,921,589	4.4%
A. Medical Costs	\$451,423,755	\$457,015,882	1.2%
i. WCC Closed Cases	\$417,067,771	\$429,364,037	2.9%
ii. Minor Medical Reported (12M)	\$34,355,985	\$27,651,845	-19.5%
B. Compensation	\$586,720,116	\$626,905,707	6.8%
11. Temporary Total Compensation Agreements	13,650	14,602	7.0%
12. Supplemental Compensation Agreements	2,501	2,559	2.3%
13. Applications for Stop Payment expedited hearing	1,355	1,392	2.7%
14. Cases Docketed for Hearings	9,667	9,480	-1.9%
15. Cases Assigned for Informal Conferences	3,615	3,188	-11.8%
16. Hearings Conducted by Single Commissioners	677	834	23.2%
17. Informal Conferences Conducted	2,422	2,466	1.8%
18. Decisions, Opinions & Orders, Single Commissioners	2,460	2,432	-1.1%
19. Cases Appealed to Full Commission for Review	173	166	-4.0%
20. Reviews Conducted by Full Commission or Panel	69	59	-14.5%
21. Decisions and Opinions by Full Commission or Panel	107	70	-34.6%
22. Commission Decisions Appealed to Higher Court	41	19	-53.7%
23. Common Law Settlements	10,765	10,976	2.0%
24. Attorney Fee Approvals	8,382	8,337	-0.5%
25. Self-Insurance Tax Collected	\$4,716,293.65	\$5,837,585.83	23.8%



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Goal Compliance with statutes and regulations														
Strategy 2.1										Statewide Enterprise Objective				
IMS Review all claims filed to ensure employer has proper insurance coverage										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
2.1.1	IMS Review all claims filed to ensure employer has proper insurance coverage	65000	65000	0	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of claims reviewed	Internal Records	Internal Record electronic storage	Employers and claimants	Efficiency and effectiveness of system as it affects individual stakeholder	1002.000000.000	
2.1.2	IMS Initiate and conduct investigation if coverage not found	2000	2000	0	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of investigations	Internal Records	Internal Record electronic storage	Employers and claimants	Efficiency and effectiveness of system as it affects individual stakeholder	1002.000000.000	
2.1.3	IMS Initiate legal proceedings to compel coverage	900	900	0	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of proceedings	Internal Records	Internal Record electronic storage	Employers and claimants	Efficiency and effectiveness of system as it affects individual stakeholder	1002.000000.000	
2.1.4	IMS Partner with outside resources to obtain data to assist compliance investigations	4	4	0	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of partnerships	Internal Records	Internal Record electronic storage	Employers and claimants	Efficiency and effectiveness of system as it affects individual stakeholder	1002.000000.000	
2.1.5	IMS Conduct review of Compliance Program to ensure equity of fines assessment	100%	100%	0%	Percent Completion	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Employers and claimants	Efficiency and effectiveness of system as it affects individual stakeholder	1002.000000.000	
2.1.6	General Counsel - Recommends changes in statute to implement fine equity	100%	100%	0%	Percent Completion	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Insurance carriers	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	

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Goal Communication and Outreach														
Strategy 3.1										Statewide Enterprise Objective				
Develop educational seminar for stakeholder groups to disseminate basic information about the workers' compensation system as well as informaton targeted to specific elements of stakeholder groups.										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.1.1	Admin, Exec Staff - Conduct Claims Administration workshops for stakeholders	2	2	0	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of workshops	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
3.1.2	Admin, Exec Staff - explore alternate methods for presenting Claims workshop	100%	100%	0%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals, medical service providers	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
3.1.3	Admin - Provide agency updates to stakeholder groups	10	10	0	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of updates	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals, medical service providers	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
3.1.4	Admin, Comm - Educational presentations to stakeholder groups, civic organizations	2	2	0	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of presentations	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals, medical service providers	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
3.1.5	Admin - Respond to stakeholder communications from stakeholders	8000	8000	0	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of responses	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals, medical service providers	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the
WORKER'S COMPENSATION COMMISSION

Goal Communication and Outreach														
Strategy 3.2										Statewide Enterprise Objective				
Maintain data throughout year, verify data at end of year										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.2.1	Admin - Prepare Annual and Accountability Reports	2	2	2	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of reports	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals, medical service providers	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
3.2.2	Admin - Update and maintain e-mail list-serve mechanisms	785	785	785	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of emails added to or removed from on distribution list	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals, medical service providers	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
3.2.3	Admin - Publish Advisory Notices and distribute to stakeholders	50	50	50	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of notices published	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals, medical service providers	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
3.2.4	IMS - Program to educate small businesses and insurance agents about coverage	100%	100%	0%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Target number of stakeholder agencies to benefit from information, determine best method of communication, and develop schedule for implementation	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals, medical service providers	Efficiency and effectiveness of system as it affects individual stakeholder	1002.000000.000	
3.2.5	Admin, Comm - Convene ad hoc focus groups to discuss proposed changes	100%	100%	0%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals, medical service providers	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the
WORKER'S COMPENSATION COMMISSION

Goal Process Improvement														
Strategy 4.1										Statewide Enterprise Objective				
IT - Evaluate status of implementing Phase I IT Legacy System Modernization Project										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
4.1.1	IT - Evaluate status of implementing Phase I IT Legacy System Modernization Project	100%	100%	0%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	agency	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
4.1.2	IT - Complete gap analysis by third party	100%	100%	0%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	agency	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
4.1.3	IT - Finalize dispute before State Procurement Officer	100%	100%	0%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	agency	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
4.1.4	IT - Determine next steps for development final system	100%	100%	0%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	agency	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the
WORKER'S COMPENSATION COMMISSION

Goal Compliance with statutes and regulations														
Strategy 2.1										Statewide Enterprise Objective				
IMS Review all claims filed to ensure employer has proper insurance coverage										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
2.1.1	IMS Review all claims filed to ensure employer has proper insurance coverage	65000	65000		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of claims reviewed	Internal Records	Internal Record electronic storage	Employers and claimants	Efficiency and effectiveness of system as it affects individual stakeholder	1002.000000.000	
2.1.2	IMS Initiate and conduct investigation if coverage not found	200000%	200000%		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of investigations	Internal Records	Internal Record electronic storage	Employers and claimants	Efficiency and effectiveness of system as it affects individual stakeholder	1002.000000.000	
2.1.3	IMS Initiate legal proceedings to compel coverage	900	900		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of proceedings	Internal Records	Internal Record electronic storage	Employers and claimants	Efficiency and effectiveness of system as it affects individual stakeholder	1002.000000.000	
2.1.4	IMS Partner with outside resources to obtain data to assist compliance investigations	4	4		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of partnerships	Internal Records	Internal Record electronic storage	Employers and claimants	Efficiency and effectiveness of system as it affects individual stakeholder	1002.000000.000	
2.1.5	IMS Conduct review of Compliance Program to ensure equity of fines assessment	100%	100%		Percent Completion	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Employers and claimants	Efficiency and effectiveness of system as it affects individual stakeholder	1002.000000.000	
2.1.6	General Counsel - Recommends changes in statute to implement fine equity	100%	100%		Percent Completion	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Insurance carriers	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the
WORKER'S COMPENSATION COMMISSION

Goal Communication and Outreach														
Strategy 3.1										Statewide Enterprise Objective				
Develop educational seminar for stakeholder groups to disseminate basic information about the workers' compensation system as well as informaton targeted to specific elements of stakeholder groups.										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.1.1	Admin, Exec Staff - Conduct Claims Administration workshops for stakeholders	2	2		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of workshops	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
3.1.2	Admin, Exec Staff - explore alternate methods for presenting Claims workshop	100%	100%		Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals, medical service providers	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
3.1.3	Admin - Provide agency updates to stakeholder groups	10	10		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of updates	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals, medical service providers	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
3.1.4	Admin, Comm - Educational presentations to stakeholder groups, civic organizations	2	2		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of presentations	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals, medical service providers	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
3.1.5	Admin - Respond to stakeholder communications from stakeholders	8000	8000		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of responses	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals, medical service providers	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the
WORKER'S COMPENSATION COMMISSION

Goal Communication and Outreach														
Strategy 3.2										Statewide Enterprise Objective				
Maintain data throughout year, verify data at end of year										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.2.1	Admin - Prepare Annual and Accountability Reports	2	2		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of reports	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals, medical service providers	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
3.2.2	Admin - Update and maintain e-mail list-serve mechanisms	785	785		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of emails added to or removed from on distribution list	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals, medical service providers	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
3.2.3	Admin - Publish Advisory Notices and distribute to stakeholders	50	50		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of notices published	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals, medical service providers	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
3.2.4	IMS - Program to educate small businesses and insurance agents about coverage	100%	100%		Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Target number of stakeholder agencies to benefit from information, determine best method of communication, and develop schedule for implementation	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals, medical service providers	Efficiency and effectiveness of system as it affects individual stakeholder	1002.000000.000	
3.2.5	Admin, Comm - Convene ad hoc focus groups to discuss proposed changes	100%	100%		Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	insurance carriers, adjusters, attorneys, paralegals, medical service providers	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the
WORKER'S COMPENSATION COMMISSION

Goal Process Improvement														
Strategy 4.1										Statewide Enterprise Objective				
IT - Evaluate status of implementing Phase I IT Legacy System Modernization Project										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
4.1.1	IT - Evaluate status of implementing Phase I IT Legacy System Modernization Project	100%	100%		Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	agency	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
4.1.2	IT - Complete gap analysis by third party	100%	100%		Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	agency	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
4.1.3	IT - Finalize dispute before State Procurement Officer	100%	100%		Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	agency	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	
4.1.4	IT - Determine next steps for development final system	100%	100%		Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	agency	Efficiency and effectiveness of system as it affects individual stakeholder	0100.000000.000	

FY 2020-2021 Agency Accountability Report

Budget Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the

WORKER'S COMPENSATION COMMISSION

State Funded Program Number	State Funded Program Title	Description of State Funded Program	FY 2020-21 Expenditures (Actual)				FY 2021-22 Expenditures (Projected)			
			General	Other	Federal	TOTAL	General	Other	Federal	TOTAL
0100.000000.000	Administration	Salary for Executive Director.	\$345,103.00	\$1,406,324.00	\$16,792.00	\$1,768,219.00	\$261,720.00	\$3,458,698.00		\$3,720,418.00
0500.010000.000	Commissioners	Salary for Commissioners and their Administrative Assitants.	\$1,490,955.00	\$244,919.00		\$1,735,874.00	\$1,467,134.00	\$300,700.00		\$1,767,834.00
0500.050000.000	Management	Judicial staff to process documents for disputed claims.		\$506,541.00		\$506,541.00	\$29,852.00	\$315,094.00		\$344,946.00
1002.000000.000	Insurance & Medical Services	Insurance and Medical Services Department to review claims to ensure compliance for	\$30,600.00	\$405,096.00		\$435,696.00	\$27,697.00	\$536,844.00		\$564,541.00
1503.000000.000	Claims	Department to review required documents related to claims.	\$80,565.00	\$234,131.00		\$314,696.00	\$78,767.00	\$300,550.00		\$379,317.00
9500.050000.000	State Employer Contributions	State benefits for employees funded by State Funds.	\$623,771.00	\$692,383.00		\$1,316,154.00	\$713,269.00	\$695,959.00		\$1,409,228.00

Legal Responses:

**These responses were submitted for the FY 2020-2021 Accountability Report by the
WORKER'S COMPENSATION COMMISSION**

Description	Purpose	Law Number	Jurisdiction	Type	Notes
Regulations of the SC Workers' Compensation Commission	Requires a manner of delivery	Chapter 67	State	Regulation	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met
Authority to collect and retain revenues from the Educational Seminar	Requires a manner of delivery	Proviso 74.2	State	Proviso	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met
Authority to retain and expend revenues collected from the \$25 filing fee for hearings, settlements or motion.	Requires a manner of delivery	Proviso 74.3	State	Proviso	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met
Rules of appellate practice	Requires a manner of delivery	SC Appellate court Rule 241,	State	Statute	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met
Authority of Commission for rule making and adjudication of contested cases	Requires a manner of delivery	Title 1, Chapter 23	State	Statute	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met
Title and Definitions of Insurance, insurance fees and taxes, and fraud	Requires a manner of delivery	Title 38, Chapter 1 and Chapter 7	State	Statute	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met
General Provisions of the Workers' Compensation Law	Requires a manner of delivery	Title 42 Chapter 1	State	Statute	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met
Creates department, establishes terms of office, vacancies, duties of Commission. Provides authority for Commissioners to hear and decide questions arising under the Workers' Compensation Act, Provides authority of chairman and executive director, authority promulgate regulations, policies and procedures, establishes salaries of the commissioners and executive director, creation of the administrative department, requires annual budget and publication of annual report, authority to collect fines and use of proceeds, and Commissioners bound by Code of Judicial Conduct	Requires a manner of delivery	Title 42 Chapter 3	State	Statute	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met
Establishes employer requirements for insurance, penalites, compliance requirements, and tax on self-insurers	Requires a manner of delivery	Title 42 Chapter 5	State	Statute	Process applications for self-insurance, monitor self insurers for compliance
Provides for the basis of awards for compensation and payment of compensation benefits	Requires a manner of delivery	Title 42 Chapter 9	State	Statute	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met
Provides for procedure and entitlement to benefits in cases involving an occupational illness	Requires a manner of delivery	Title 42, Chapter 11	State	Statute	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met
Establishes authority to conduct hearings and appeals by the Full Commission, provides authority for judicial review of decisions by the courts	Requires a manner of delivery	Title 42, Chapter 17	State	Statute	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met
Establishes requirements for records and reports, establishes confidentiality of records in the possession of the Commission	Requires a manner of delivery	Title 42, Chapter 19	State	Statute	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met

FY 2020-2021 Agency Accountability Report
Services Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the
WORKER'S COMPENSATION COMMISSION

Description of Service	Description of Direct Customer	Customer Name	Others Impacted By the Service	Agency unit providing the service	Description of agency unit	Primary negative impact if service not provided
budget, financial, policy, administration	Commissioners, internal stakeholders, external stakeholders	WCC Commissioners, staff, attorneys, employers, insurance carriers, medical services providers	claimants	Administration	Oversight programs	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner
draft legislation, proposed regulations	Commissioners, internal stakeholders, external stakeholders	WCC Commissioners, staff, attorneys, employers, insurance carriers, medical services providers	claimants	Administration	Legislative and regulatory changes	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner
Ombudsman services	Claimants	Claimants	members of General Assembly	Administration	Administration	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner
contract services for technology infrastructure	Internal and external stakeholders	WCC Commissioners, staff, attorneys, employers, insurance carriers, medical services providers	claimants	Administration	Information Technology	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner
information technology services	Internal and external stakeholders	WCC Commissioners, staff, attorneys, employers, insurance carriers, medical services providers	claimants	Administration	Information Technology	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner
Educational workshop	Internal and external stakeholders	WCC, staff, attorneys, employers, insurance carriers, medical services providers	claimants	Administration	Education/Outreach	stakeholders will not be able to comply with requirements, causing delays in service delivery to claimants and fines assessed to carriers and employers
presentation to stakeholder groups	External Stakeholders	Attorneys, employers, insurance carriers, medical services providers	adjusters	Administration	Education/Outreach	stakeholders will not be able to comply with requirements, causing delays in service delivery to claimants and fines assessed to carriers and employers
processing hearing requests, motions	External Stakeholders	Attorneys, employers, insurance carriers, medical services providers, claimants	claimants	Judicial	adjudication of claims	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner
processing hearing requests, motions	External Stakeholders	Attorneys, employers, insurance carriers, medical services providers, claimants	claimants	Judicial	adjudication of claims	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner
processing appeals	External Stakeholders	Attorneys, employers, insurance carriers, medical services providers, claimants	claimants	Judicial	adjudication of claims	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner
processing of required reports	External Stakeholders	insurance carriers	claimants	Claims	Review case files	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner
ensure employers have required insurance	External Stakeholders	uninsured employers	claimants	Insurance & Medical Services	Compliance	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner
ensure employers have required insurance	External Stakeholders	uninsured employers	claimants	Insurance & Medical Services	Coverage	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner

These responses were submitted for the FY 2020-2021 Accountability Report by the

WORKER'S COMPENSATION COMMISSION

Description of Service	Description of Direct Customer	Customer Name	Others Impacted By the Service	Agency unit providing the service	Description of agency unit	Primary negative impact if service not provided
oversee medical payments for claimants	External Stakeholders	Medical service providers and payers	claimants	Insurance & Medical Services	Medical Fee Schedule	medical cost of system will increase or decrease in number of medical providers to injured workers; employers insurance premiums may increase
oversight of self-insurers	External Stakeholders	employers seeking and obtaining self insurer status	claimants	Insurance & Medical Services	Self-Insurance Program	employees of self-insured employers protected if employer files bankruptcy

Agency Partnerships Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the

WORKER'S COMPENSATION COMMISSION

Name of Partner Entity	Type of Partner Entity	Description of Partnership
SC Court System	State Government	adjudication of appeals
Center for Medicaid and Medicare Services	Federal Government	Annual data sharing for medical fee schedule
External Consultant	Non-Governmental Organization	Annual renewal of Medical Fee Schedule
Governor's Office	State Government	appointment of commissioners, budget approval
General Assembly	State Government	approval of statutes and regulations, budget
SC Division of Technology	State Government	contract services for technology infrastructure
NCCI	Non-Governmental Organization	Data sharing for insurance coverage compliance
SC Department of Employment and Workforce	State Government	Data sharing to determine employers insurance coverage requirement
SC Department of Vocational Rehabilitation	State Government	Data sharing to provide referrals for claimants
SC Department of Administration	State Government	MOA for financial administrative services
SC Municipalities	Local Government	Use of courtroom facilities to conduct hearings
SC Counties	Local Government	Use of courtroom facilities to conduct hearings
Council of Governments	Local Government	Use of courtroom facilities to conduct hearings
SC Department of Vocational Rehabilitation	State Government	Use of facilities to conduct hearings

**FY 2020-2021 Agency Accountability Report
Reports Responses:**

**These responses were submitted for the FY 2020-2021 Accountability Report by the
WORKER'S COMPENSATION COMMISSION**

Report Name	Law Number (If required)	Summary of Information Requested in the Report	Most Recent Submission Date	Reporting Frequency	Type of Entity	Method to Access the Report	Direct access hyperlink or agency contact
Agency Accountability Report	§1-1-810	The report "must contain the agency's or department's mission, objectives to accomplish the mission, and performance measures that show the degree to which objectives are being met." Agencies must "identify key program area descriptions and expenditures and link these to key financial and performance results measures."	9-15-2020	Annually	Governor or Lt. Governor AND Legislative entity or entities	Provided to LSA for posting online	LSA
Annual Workplace Accidents	§42-3-210	Number of accidents reported to the Commission		Annually	South Carolina state agency or agencies	Electronic copy available upon request	Executive Director, gcannon@wcc.sc.gov
CAFR Year End Reports	State Treasurer	Financial Year End Closing reports	7-30-20	Annually	South Carolina state agency or agencies	Electronic copy available upon request	LSA
Commission Annual Report	42-3-240	Commission activities, achievements	8-15-2020	Annually	Legislative entity or entities	Electronic copy available upon request	Contact: Gary M Cannon, Executive Director, gcannon@wcc.sc.gov
EEOC	SC Human Affairs Commission	Annual employment EEOC statistics	10-1-20	Annually	South Carolina state agency or agencies	Electronic copy available upon request	LSA
Outstanding Debt Collection	Collection Annual Report, Proviso 117.33	Amount of outstanding debt owed to Commission	7-15-20	Annually	South Carolina state agency or agencies	Electronic copy available upon request	LSA
Recycling Report	DHEC: S.C. State Agencies - Recycling & Buy Recycled Annual Report	Amount of products recycled by agency		Annually	South Carolina state agency or agencies	Electronic copy available upon request	Contact: Gary M Cannon, Executive Director, gcannon@wcc.sc.gov
Report of Revenues Collected under Act 95	42-5-190	Annual revenue received	9-15-20	Annually	Legislative entity or entities	Electronic copy available upon request	Contact: Gary M Cannon, Executive Director, gcannon@wcc.sc.gov
Salaries and Wages Paid	Freedom of Information Act	Amount of wages paid to employees		Quarterly	South Carolina state agency or agencies	Electronic copy available upon request	Contact: Gary M Cannon, Executive Director, gcannon@wcc.sc.gov
Small Business Minority Enterprise	Procurement Code 11-35-5240	Amount of purchases from vendors eligible as small minority business		Quarterly	Governor or Lt. Governor	Electronic copy available upon request	LSA