

AGENCY NAME:	Worker's Compensation Commission		
AGENCY CODE:	R080	SECTION:	074

2022
Accountability Report

SUBMISSION FORM

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

- Data Template
 - Reorganization and Compliance
 - FY2022 Strategic Plan Results
 - FY2023 Strategic Plan Development
 - Legal
 - Services
 - Partnerships
 - Report or Review
 - Budget
- Discussion Template
- Organizational Template

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 <i>(SIGN AND DATE):</i>	SIGNATURE ON FILE	Signature Received: 9/14/2022 13:36
<i>(TYPE/PRINT NAME):</i>	Gary M Cannon	

BOARD/CMSN CHAIR <i>(SIGN AND DATE):</i>	SIGNATURE ON FILE	Signature Received: 9/14/22 13:36
<i>(TYPE/PRINT NAME):</i>	T. Scott Beck	

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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.

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 Chairman is appointed by the Governor and approved by the Senate for a two-year term. During FY2022 Commissioner Scott Beck was reappointed Chairman for a two-year term, Commissioner Melody James was reappointed for a six-year term and Commissioner Cindy Dooley was appointed for a six-year term to fill the seat vacated by the retirement of Commissioner Susan Barden. Commissioner Gene McCaskill was elected Vice-Chair in June of 2022.

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 functionally operates as a separate department. The IT Director is a direct report to the Executive Director.

Executive Director's Office

The Executive Director's Office is responsible for 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.

The Commission contracts with the SC Department of Administration for administrative support services in the areas of financial accounting and procurement. 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. During FY2022 the Executive Director's Office processed twenty-two purchase requisitions, 441 deposits, 1,328 invoices, and 192 travel expense reports.

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As a part of the public information, outreach and ombudsman services the Executive Director's office logged 3,522 telephone communications, electronic and personal contacts with external stakeholders. Twenty-seven 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 634 individuals and organizations on a distribution list. Eighteen email addresses were added to the list during FY2022.

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 1-2 part time Law Clerks. The General Counsel was directly involved in eight litigated cases in FY 2021-2022; five cases pending before the Court of Common Pleas, one case pending before the Chief Procurement Officer, one case 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 six times per week, and regularly consulted with Commissioners on questions of workers' compensation law and their judicial duties. The Office wrote forty 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.

Human Resources

The agency has a total of 63 authorized positions. During FY2022 the Commission employed fifty-two FTEs and five temporary employees, eight unclassified positions and forty-three classified positions.

The Human Resources (HR) Manager has the responsibility of coordinating the human resources program for the agency. During FY2022 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. The HR Manager attended three virtual PEBA training sessions, and two virtual SCEIS training sessions. Additionally, the HR Manager participated in four State HR Advisory meetings, four State Training and Development Consortium and was part of a focus group of small agencies to assist the SC Human Affairs Commission.

During FY2022, 14 employees separated or retired, one part-time intern separated, one employee was promoted internally, and 12 new employees were hired to replace the ones that departed. One law clerk extern assisted the Commission in 2021 for four months (August – November) and was assigned to the General Counsel's office.

Weekly reporting previously required for COVID was changed by DSHR in November 2021 and from that date on is no longer required. Through PEBA and Prisma Health, HR scheduled an onsite Flu Shot Event and a Health Screening Event for the convenience of all employees.

Information Technology Department

The department continues work with an external vendor to implement the next version of the EDI transmission service. This will increase efficiency and expand reporting capabilities by providing a consolidated system between WCC and the respective EDI Trading Partners (employers, claim administrators, insurance carriers and attorneys) that are required to submit first reports of injury, subsequent reports of injury, and the attachment documents to WCC.

The IT Department continues to coordinate audio-visual enhancements in both Hearing Rooms, the Chairman's Conference Room and the Commissioner's Conference Room. These upgrades will enable the commission to host and participate in a hybrid style of hearings that can include on-site and online participants. This will alleviate the need to reschedule hearings and allow the commission to continue to meet the needs of injured workers and

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employers in a timely and responsive manner.

During FY2022 the agency issued a Request for Proposals for a new information technology claims management system. One proposal was received. After review of the vendor's proposal, the Commission decided that it is in the best interest of the state to cancel the solicitation. The Commission determined that existing information technology resources and options were acceptable to meet the specific requirements in the solicitation. As a result, these resources and options could be configured and implemented with less cost, utilizing existing data framework and with the existing state information technology contracts. This adjusted application modernization approach to update the IT Legacy System is more sustainable and able to accommodate existing processes for WCC Staff, Claimants and stakeholders.

The IT Team will continue to upgrade the existing Agency Critical Applications (claims management software, electronic document imaging and the EDI transmission application) and will implement system upgrades and enhancements in a highly structured phased approach. This new IT Legacy Modernization Project will focus on development and testing to avoid any implantation, integration, or functionality issues. The first phase of the project will allow external stakeholders to process electronic payments via an online portal for fees, fines, and invoices. This will alleviate the need for physical checks and the subsequent manual process for internal stakeholders to apply the payments.

In an effort to establish better metrics, the IT Department began to use the Ticket Reporting System for staff to request assistance from the IT Department. Future plans are for the system to be expanded to external stakeholders with the launch of the new IT Legacy System Modernization project.

Ticket Report (July 1, 2021 – June 30, 2022):

- 614 Tickets were created for the IT Department in FY21-22

Ticket by Priority and Percentage:

- 583 were Low Priority / 94.95% of all Tickets
- 16 Medium Priority / 2.61%
- 14 High Priority / 2.285%
- 1 Urgent Priority / 0.16%

Ticket by Type and Percentage:

- 311 were Problem / 50.65%
- 142 Feature Request / 23.13%
- 109 (General) Question / 17.75%
- 27 listed as None for type / 4.40%
- 25 were Project / 4.07%

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 FY22 was 58,327. This reflects decrease of less than one-percent in the number reported in the previous year. Of the number reported 31,474 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 2,503 which reflects a 9.8% decrease in the number reported last year. Employers meeting certain statutory requirements are required to carry workers' compensation

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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 FY22 the Division caused 460 employers to obtain insurance coverage for approximately 3,814 previously uninsured workers. A total of \$686,000 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 sixty-three cases were set for Rule to Show Cause Hearings, resulting in \$94,636 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 FY21 the Division responded to 134 formal disputes through the Medical Fee Dispute Process as well as responding to 1,030 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 90 applications for self-insurance. The Division oversees eighty-five self-insured employers and nine funds providing coverage to about 2,053 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 \$5.2 million being collected. \$2.6 million was remitted to the State General Fund.

During FY21-22 the processes and production of the IMS department continued to be impacted by staffing changes. The self-insurance division director left the agency in October 2021 and that position was filled in November 2021. Two compliance officers left the agency, one in September 2021 and the other in October 2021 who were replaced by two new compliance officers who joined the IMS department, one in October 2021 and the other in December 2021. The coverage and compliance division director left the agency in May 2022. Production was significantly impacted during FY21-22 as the workload was redistributed and significant time and resources were used to provide the necessary training for new staff members. Employers remain slow to resolve compliance fines and penalties due to the lingering effects of COVID and the downward trending economy on their businesses.

Claims Department

The Claims Department processes periodic reports filed by carriers, reviews all final settlements and responds to request for claims history data. During FY2022, the department processed 23,317 initial notices/termination of payments (Forms 15,15II, 17), and 52,118 Carrier's Periodic Report (Form 18). The department continues to encourage the use of electronic filing. Of total Form 18s received 31,876 were filed electronically through Electronic Data Interface (EDI); 19,270 were filed as an attachment to an email. As of September 2021, Claims Dept no longer accepts forms via US Postal Service. The Department processed 9,736 Clinchers, 2,598 Form 16s, and 235 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. The

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department participated in four training sessions with external stakeholders to assist them with proper filing of required reports to avoid fines and penalties associated by not filing by the required date.

Judicial Department

The Judicial Department monitors, reviews and assigns all contested workers' compensation cases for hearings with a single Commissioner, processes requests for scheduling Informal Conferences, and processes appeals of single Commissioner decisions and orders for hearing before an Appellate Panel. During FY22, the department processed approximately 32,000 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. The agency's receptionist is a part of Judicial. In addition to greeting all visitors and answering incoming telephone calls, the position is responsible for processing requests for copies of case file documents. During FY22 the department mailed 59,119 documents to parties in response to 2,687 requests for copies. Mail services also fall within this department and in addition to processing incoming and outgoing mail is responsible for fleet management and all agency deposits.

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 3,088 cases for Informal Conferences of which 2,584 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. Seventy-eight were conducted by Commissioners during FY22.

Single Commissioner Hearings and Other Case Related Activity

The department assigned 9,591 cases to the Commissioners offices during FY22. This number is slightly higher than the previous year. The Commissioners conducted 662 hearings which was 21% less 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 FY22 the Commissioners approved 9,728 settlements and 7,653 attorney fee petitions; issued 132 administrative orders; issued 2,242 single commissioner orders and 3,001 consent orders; conducted 1,635 clincher conferences and 172 pre-hearing conferences; reviewed 1,351 motions and approved 772 relief of counsel motions.

Processing Time

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 32 days and a hearing is docketed in an average of 94 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 FY22 there was an overall increase in the Appellate activity. Single Commissioner decisions appealed increased by 17%; the number of cases reviewed by the Appellate Panels increased by 63%; and the number of Appellate Panel decisions appealed to a higher court increased 94.7%. A total of 96 Full Commission hearings were conducted in FY22 for an increase of 96% when compared to FY21.

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

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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 Commissioner 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 reported 2,517 claimants were contacted during the FY22. The contacts resulted in 13 applications, 1,500 declined services, 2 existing cases, 81 outcomes pending, and 921 unable to contact referral.

Risk 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.

Retention and recruitment of employees is a short-term and long-term risk brought to the forefront during FY2022, during which the agency experienced a 20% turnover of the employees. Exit interviews revealed an increase in salary was the primary reason for the employees leaving for other employment. The other employment included other state agencies and the private sector. The on-going risk of losing employees to other jobs is something ever present and cannot be accurately planned. State government salaries are not competitive with wages in the private sector and in some respects may never be. The agency is mitigating the risk by evaluating the current salary levels to ensure we can be as competitive as possible within the State Pay and Classification system when considering other state employees for vacant positions. The agency is also researching other programs to allow employees to earn salary increases through educational achievements, merit-based performance and bonuses. When recruiting potential candidates from the private sector, the agency is limited by the State's compensation system, however we focus on the benefits not related to pay (annual and sick leave, retirement benefits, creating a sense of purpose being a part doing good for injured workers) working for state government. Related to this risk is the impending retirement of current employees. Twenty-five (25%) of the agency's employees are eligible to retire due to age or length of service. The agency would experience a tremendous loss of organization knowledge if the employees were to retire at the same time. To mitigate this risk, we focus on striving to make the agency a great place to work by ensuring these employees feel they are an important part of the agency and keeping lines of communication open concerning their future plans.

The agency's IT Legacy System is the primary infrastructure used for processing and managing claims, determining coverage, processing pleadings, docketing hearings, serving hearing notices and processing required reports. In 2018 the Commission embarked on a project to modernize the thirty-year old IT Legacy System. A contract was let with a vendor to evaluate business processes and develop a new system. The new system was designed to provide new functionality previously unavailable to stakeholders and increased security and 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 the new system 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. In FY2022 the agency prepared and issued a Request for Proposals for developing and implementing a new IT Legacy System. One proposal was received. After evaluating the proposal, the agency decided to cancel the RFP and take a different strategy to develop a new system. The agency learned recent upgrades to the primary components of the existing IT Legacy System and new services related to electronic payments, not available in 2018, were now available. To mitigate any further delays in developing and implementing a new IT Legacy System, at the beginning of FY2023, the agency has begun working with vendors of the existing system to upgrade the functionality of the respective systems to accomplish the primary goals established for a new system.

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In FY2022 the General Assembly approved \$5 million to be combined with the \$1.7 million previously approved for the IT Legacy System Modernization project.

Venues for Commissioners to conduct hearings across the state is another risk that the agency is constantly mitigating. 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 ongoing risk, the agency is continually seeking new sites by reaching out to local governments, state agencies and community colleges to secure space to conduct hearings.

Financial Report

General Fund

The General Fund Expenditures for Fiscal Year 2021-22 totaled \$2.8 million, 3% less than the budgeted amount. Note the \$1.6 million for the IT project, shown in the General Fund was deleted from this report as it was not part of the operational budget. It will be combined with the additional \$5 million allocated by the General Assembly in the FY2022-2023 budget and reported in a separate account identified as the IT Project.

AV Equipment for Hearing and Conference Rooms

Fund 31C3000 COVID 19 Resp Reserve Fund has \$100,000 budgeted for the AV equipment in Hearing Room A, Hearing Room B, the Commissioner's Conference Room, and the Chairman's Conference Room. As of June 30, 2022, \$11,000 was spent on the project. We expect the installation to be complete by the end of August.

Earmarked Fund – Revenues

The Earmarked Fund collected \$2.7 million in revenues with the majority, \$1.5 million coming from Filing Violation Penalties. With the Filing Violation Penalties, we underestimated the projected revenues by 20%. Hearing Fees collected totaled \$1 million which was 4% below projections. The attached report reflects the Estimated Revenue compared to Actual Revenue by account.

Earmarked Fund – Expenditures

The expenditures totaled \$3.4 million, which is 62% of the \$5.5 million budgeted amount.

Self-Insurance Tax Funds

Self-insurance Taxes collected total \$5.3 million for the fiscal year. The Commission retained \$2.6 million 4% more than we anticipated. The balance of \$2.6 million was transferred to the General Fund.

Earmarked Fund Balance Sheet

The following chart reflects the total revenues, including the Self-Insurance taxes retained and the total expenditures. With Self-insurance Tax collections we posted a Net Income of \$1.9 million. Without the Self-insurance taxes we would have posted a Net Loss of (\$652,780).

Self-insurance Tax

The Commission collected \$5.6 million in self-insurance tax revenues and transferred \$2.6 million to the State General Fund

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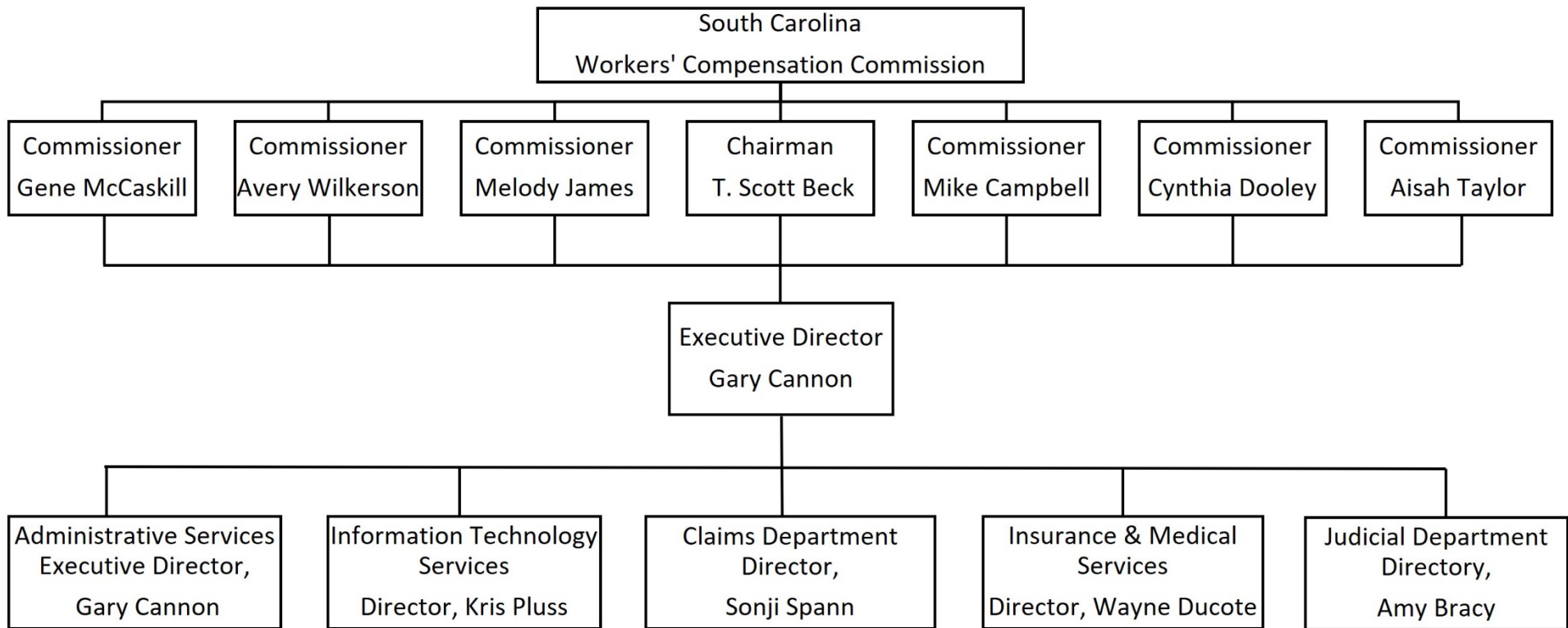
IT Modernization Project

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 and FY2021-22.

South Carolina Workers' Compensation Statistical Recap Sheet	2020-2021	2021-2022	% chg
1. Number of Employers Purchasing Insurance	104,869	114,809	9.5%
2. Number of Employers Qualifying as Self-Insurers	1,921	2,053	6.9%
3. Investigations Active Beginning of Fiscal Year	253	307	21.3%
4. Investigations Initiated	1,711	1,463	-14.5%
5. Investigations Set for Show Cause Hearings/ Consent Agreements Received	582	641	10.1%
6. Total Investigations Closed	1,630	1,397	-14.3%
7. Investigations Active at Close of Fiscal Year	307	373	21.5%
8. Number of Accident Cases Filed with the Commission	58,327	57,986	-0.6%
A. New Cases	55,553	55,483	-0.1%
i. WCC Cases Created	25,545	24,009	-6.0%
ii. Minor Medical Reported (12M)	30,008	31,474	4.9%
B. Reopened cases	2,774	2,503	-9.8%
9. Number of Cases Closed during Fiscal Year	58,206	58,614	0.7%
A. Individually Reported Accidents	28,198	27,140	-3.8%
B. Minor Medical Only Accidents Reported in Summary	30,008	31,474	4.9%
10. Total Compensation & Medical Cost Paid on Closed Cases	\$1,083,921,589	\$919,856,851	-15.1%
A. Medical Costs	\$457,015,882	\$325,129,766	-28.9%
i. WCC Closed Cases	\$429,364,037	\$295,464,019	-31.2%
ii. Minor Medical Reported (12M)	\$27,651,845	\$29,665,747	7.3%
B. Compensation	\$626,905,707	\$594,727,085	-5.1%
11. Temporary Total Compensation Agreements	14,602	12,628	-13.5%
12. Supplemental Compensation Agreements	2,559	2,597	1.5%
13. Applications for Stop Payment expedited hearing	1,392	1,260	-9.5%
14. Cases Docketed for Hearings	9,480	9,592	1.2%
15. Cases Assigned for Informal Conferences	3,188	3,010	-5.6%
16. Hearings Conducted by Single Commissioners	834	654	-21.6%
17. Informal Conferences Conducted	2,466	2,583	4.7%
18. Decisions, Opinions & Orders, Single Commissioners	2,432	2,248	-7.6%
19. Cases Appealed to Full Commission for Review	138	162	17.4%
20. Reviews Conducted by Full Commission or Panel	59	97	64.4%
21. Decisions and Opinions by Full Commission or Panel	70	104	48.6%
22. Commission Decisions Appealed to Higher Court	19	37	94.7%
23. Common Law Settlements	10,976	9,728	-11.4%
24. Attorney Fee Approvals	8,337	7,653	-8.2%
25. Self-Insurance Tax Collected	\$5,837,585.83	\$5,230,437.87	-10.4%

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August 12, 2022

FY2022

Reorganization and Compliance

as submitted for the Accountability Report by:

R080 - WORKER'S COMPENSATION COMMISSION

Primary Contact

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

Secondary Contact

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

Agency Mission	Adopted in:
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.	1997

Agency Vision	Adopted in:
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.	2009

Recommendations for reorganization requiring legislative change:
None

Agency intentions for other major reorganization to divisions, departments, or programs to allow the agency to operate more effectively and efficiently in the succeeding fiscal year:
None

Significant events related to the agency that occurred in FY2022				
Description of Event	Start	End	Agency Measures Impacted	Other Impacts
Cancelled RFP for IT Legacy System Modernization	July	June	Agency re-evaluated needs and priorities and developed another strategy to implement system in a more effective and efficient manner.	

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
	Yes

Reason agency is out of compliance: (if applicable)

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
	Yes

Does the law allow the agency to promulgate regulations?	Yes
	Yes

Law number(s) which gives the agency the authority to promulgate regulations:	S.C. Code Ann. § 42-3-30.

Has the agency promulgated any regulations?	Yes
	Yes

Is the agency in compliance with S.C. Code Ann. § 1-23-120 (J), which requires an agency to conduct a formal review of its regulations every five years?	No
	No

(End of Reorganization and Compliance Section)

FY2022

Strategic Plan Results

as submitted for the Accountability Report by:

R080 - WORKER'S COMPENSATION COMMISSION

- Goal 1 Adjudication of Claims in a timely, efficient and fair manner
- Goal 2 Compliance with statutes and regulations
- Goal 3 Communication and Outreach
- Goal 4 Process Improvement

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.1 Comm - Approve Attorney Fee Petitions											State Objective: Government and Citizens			
1.1.1	Comm - Approve Attorney Fee Petitions	8300	8314	7652	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number approved	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case: attorneys and claimants	0500.010000.000	Agency has no control over number of cases filed. Attorney fee petitions are based upon the number of claimants having legal representation.
1.2 General Counsel - Conduct legal review higher court decisions with Commissioners											State Objective: Government and Citizens			
1.2.1	General Counsel - Conduct legal review higher court decisions with Commissioners	15	15	21	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of reviews	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case: attorneys and claimants	0100.000000.000	Agency has no control over the appeals of their decisions
1.2.2	General Counsel - Provide legal counsel to individual Commissioners on specific cases	275	275	335	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of sessions	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case: attorneys and claimants	0100.000000.000	Legal counsel assistance to Commissioners depends upon the complexity of the case
1.3 Judicial - Monitor mediation program											State Objective: Government and Citizens			
1.3.1	Judicial - Monitor mediation program	800	854	770	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of mediations scheduled and number held	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case: attorneys and claimants	0500.050000.000	Number of cases monitored depend on the number of cases filed.
1.3.2	Judicial - Process, schedule and conduct Informal Conferences	2500	2466	2583	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of informal conferences scheduled and held	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case: attorneys and claimants	0500.050000.000	Number of cases scheduled depend upon the requests received.
1.3.3	Judicial - Develop business continuity for Informal Conference Program	1	1	1	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case: attorneys and claimants	0500.050000.000	No scheduled date for potential retirement of employee.
2.1 IMS Review all claims filed to ensure employer has proper insurance coverage											State Objective: Government and Citizens			
2.1.1	IMS Review all claims filed to ensure employer has proper insurance coverage	65000	58327	57986	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of claims reviewed	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	Number of cases monitored depend on the number of cases filed.
2.1.2	IMS Initiate and conduct investigation if coverage not found	2000	1711	1463	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of investigations	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	Number of cases monitored depend on the number of cases filed.
2.1.3	IMS Initiate legal proceedings to compel coverage	900	397	641	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of proceedings	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	Number of cases monitored depend on the number of cases filed.
2.1.4	IMS Partner with outside resources to obtain data to assist compliance investigations	4	4	4	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of partnerships	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	
2.1.5	IMS Conduct review of Compliance Program to ensure equity of fines assessment	1	1	1	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	
2.1.6	General Counsel - Recommends changes in statute to implement fine equity	1	1	0	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers	0100.000000.000	Implementation requires statutory change.
2.2 Claims - monitor required claims forms and reports for timely and proper filing											State Objective: Government and Citizens			
2.2.1	Claims - monitor required claims forms and reports for timely and proper filing	64000	106212	172291	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	What does the target value represent? How is monitoring being counted?	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers	1503.000000.000	
2.2.2	Claims - assess fines for violation of claims forms and reports required filing	2500	3233	3659	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of fines assessed	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers	1503.000000.000	
2.3 Self-Insurance accept, review and process applications for employers to self-insure											State Objective: Government and Citizens			
2.3.1	Self-Insurance accept, review and process applications for employers to self-insure	130	109	90	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of applications processed	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers seeking approval to self-insure	1002.000000.000	

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
2.3.2	Self-insurance monitor all self-insured employers for financial compliance	100	48	48	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	What does the target value represent? How is monitoring being counted?	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers seeking approval to self-insure	1002.000000.000	
2.4	IMS - Update medical fee schedules													
2.4.1	IMS - Update medical fee schedules	3	3	3	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of schedules updated	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers and medical service providers	1002.000000.000	Two schedules are updated automatically. One schedule requires consultant's review, analysis and recommendation for Commission approval.
2.5	IMS - Provide timely response to medical billing questions													
2.5.1	IMS - Provide timely response to medical billing questions	900	789	1030	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of questions responded to timely	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers and medical service providers	1002.000000.000	Count depends on incoming calls/requests.
3.1	Develop educational seminar for stakeholder groups to disseminate basic information about the workers' compensation system as well as informaton targeted to													
3.1.1	Admin, Exec Staff - Conduct Claims Administration workshops for stakeholders	2	2	1	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of workshops	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals	0100.000000.000	
3.1.2	Admin, Exec Staff - explore alternate methods for presenting Claims workshop	1	0	0.5	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.1.3	Admin - Provide agency updates to stakeholder groups	10	3	3	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of updates	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.1.4	Admin, Comm - Educational presentations to stakeholder groups, civic organizations	2	2	2	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of presentations	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.1.5	Admin - Respond to stakeholder communications from stakeholders	8000	3699	3522	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of responses	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2	Maintain data throughout year, verify data at end of year													
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	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2.2	Admin - Update and maintain e-mail list-serve mechanisms	785	759	634	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	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2.3	Admin - Publish Advisory Notices and distribute to stakeholders	50	23	27	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of notices published	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	Count depends upon issues to communicate with stakeholders.
3.2.4	IMS - Program to educate small businesses and insurance agents about coverage	1	1	1	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	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	1002.000000.000	
3.2.5	Admin, Comm - Convene ad hoc focus groups to discuss proposed changes	1	1	1	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
4.1	IT - Evaluate status of implementing Phase I IT Legacy System Modernization Project													
4.1.1	IT - Evaluate status of implementing Phase I IT Legacy System Modernization Project	1	1	0.5	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.1.2	IT - Complete gap analysis by third party	1	1	1	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.1.3	IT - Finalize dispute before State Procurement Officer	1	1	1	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.1.4	IT - Determine next steps for development final system	1	1	1	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
4.2 Admin - Review financial activities conducted by Commission Staff											State Objective: Government and Citizens			
4.2.1	Admin - Review financial activities conducted by Commission Staff	1	1	1	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	0100.000000.000	
4.2.2	Admin - Determine opportunities for improved efficiencies	1	1	1	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.3 HR - Review process improvements through attrition/succession planning											State Objective: Government and Citizens			
4.3.1	HR - Review process improvements through attrition/succession planning	1	1	1	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.4 Admin - Survey stakeholders for preferred communication methods											State Objective: Government and Citizens			
4.4.1	Admin - Survey stakeholders for preferred communication methods	1	1	0.75	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
4.5 HR - Evaluate training needs for employees											State Objective: Government and Citizens			
4.5.1	HR - Evaluate training needs for employees	1	1	0.5	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	0100.000000.000	
4.5.2	HR - Oversee EPMS process	1	1	1	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	0100.000000.000	

FY2023

Strategic Plan Development

as submitted for the Accountability Report by:

R080 - WORKER'S COMPENSATION COMMISSION

- Goal 1 Adjudication of Claims in a timely, efficient and fair manner
- Goal 2 Compliance with statutes and regulations
- Goal 3 Communication and Outreach
- Goal 4 Process Improvement

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.1 Comm - Approve Attorney Fee Petitions										State Objective: Government and Citizens			
1.1.1	Comm - Approve Attorney Fee Petitions	8300	8500	Count	equal to or greater than	State Fiscal Year	Number approved	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case: attorneys and claimants	0500.010000.000	
1.2 General Counsel - Conduct legal review higher court decisions with Commissioners										State Objective: Government and Citizens			
1.2.1	General Counsel - Conduct legal review higher court decisions with Commissioners	15	15	Count	equal to or greater than	State Fiscal Year	Number of reviews	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case: attorneys and claimants	0100.000000.000	
1.2.2	General Counsel - Provide legal counsel to individual Commissioners on specific cases	275	275	Count	equal to or greater than	State Fiscal Year	Number of sessions	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case: attorneys and claimants	0100.000000.000	
1.3 Judicial - Monitor mediation program										State Objective: Government and Citizens			
1.3.1	Judicial - Monitor mediation program	800	854	Count	equal to or greater than	State Fiscal Year	Number of mediations scheduled and number held	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case: attorneys and claimants	0500.050000.000	
1.3.2	Judicial - Process, schedule and conduct Informal Conferences	2500	2500	Count	equal to or greater than	State Fiscal Year	Number of informal conferences scheduled and held	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case: attorneys and claimants	0500.050000.000	
1.3.3	Judicial - Develop business continuity for Informal Conference Program	1	1	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Parties to case: attorneys and claimants	0500.050000.000	
2.1 IMS Review all claims filed to ensure employer has proper insurance coverage										State Objective: Government and Citizens			
2.1.1	IMS Review all claims filed to ensure employer has proper insurance coverage	65000	60000	Count	equal to or greater than	State Fiscal Year	Number of claims reviewed	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	
2.1.2	IMS Initiate and conduct investigation if coverage not found	2000	2000	Count	equal to or greater than	State Fiscal Year	Number of investigations	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	
2.1.3	IMS Initiate legal proceedings to compel coverage	900	900	Count	equal to or greater than	State Fiscal Year	Number of proceedings	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	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	Number of partnerships	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	
2.1.5	IMS Conduct review of Compliance Program to ensure equity of fines assessment	1	1	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers and claimants	1002.000000.000	
2.1.6	General Counsel - Recommends changes in statute to implement fine equity	1	1	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers	0100.000000.000	
2.2 Claims - monitor required claims forms and reports for timely and proper filing										State Objective: Government and Citizens			
2.2.1	Claims - monitor required claims forms and reports for timely and proper filing	64000	95000	Count	equal to or greater than	State Fiscal Year	What does the target value represent? How is monitoring being counted?	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers	1503.000000.000	
2.2.2	Claims - assess fines for violation of claims forms and reports required filing	2500	2500	Count	equal to or greater than	State Fiscal Year	Number of fines assessed	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers	1503.000000.000	
2.3 Self-Insurance accept, review and process applications for employers to self-insure										State Objective: Government and Citizens			
2.3.1	Self-Insurance accept, review and process applications for employers to self-insure	130	109	Count	equal to or greater than	State Fiscal Year	Number of applications processed	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers seeking approval to self-insure	1002.000000.000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
2.3.2	Self-Insurance monitor all self-insured employers for financial compliance	100	100	Count	equal to or greater than	State Fiscal Year	What does the target value represent? How is monitoring being counted?	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Employers seeking approval to self-insure	1002.000000.000	
2.4	IMS - Update medical fee schedules						State Objective:			Government and Citizens			
2.4.1	IMS - Update medical fee schedules	3	3	Count	equal to or greater than	State Fiscal Year	Number of schedules updated	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers and medical service providers	1002.000000.000	
2.5	IMS - Provide timely response to medical billing questions						State Objective:			Government and Citizens			
2.5.1	IMS - Provide timely response to medical billing questions	900	789	Count	equal to or greater than	State Fiscal Year	Number of questions responded to timely	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	Insurance carriers and medical service providers	1002.000000.000	
3.1	Develop educational seminar for stakeholder groups to disseminate basic information about the workers' compensation system as well as						State Objective:			Government and Citizens			
3.1.1	Admin, Exec Staff - Conduct Claims Administration workshops for stakeholders	2	0	Count	equal to or greater than	State Fiscal Year	Number of workshops	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals	0100.000000.000	
3.1.2	Admin, Exec Staff - explore alternate methods for presenting Claims workshop	1	1	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.1.3	Admin - Provide agency updates to stakeholder groups	10	10	Count	equal to or greater than	State Fiscal Year	Number of updates	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	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	Number of presentations	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.1.5	Admin - Respond to stakeholder communications from stakeholders	8000	8000	Count	equal to or greater than	State Fiscal Year	Number of responses	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2	Maintain data throughout year, verify data at end of year						State Objective:			Government and Citizens			
3.2.1	Admin - Prepare Annual and Accountability Reports	2	2	Count	equal to or greater than	State Fiscal Year	Number of reports	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	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	Number of emails added to or removed from on distribution list	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	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	Number of notices published	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2.4	IMS - Program to educate small businesses and insurance agents about coverage	1	1	Percent Complete	Complete	State Fiscal Year	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	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	1002.000000.000	
3.2.5	Admin, Comm - Convene ad hoc focus groups to discuss proposed changes	1	1	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
4.1	IT - Evaluate status of implementing Phase I IT Legacy System Modernization Project						State Objective:			Government and Citizens			
4.1.1	IT - Evaluate status of implementing Phase I IT Legacy System Modernization Project	1	1	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.1.2	IT - Complete gap analysis by third party	1	1	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.1.3	IT - Finalize dispute before State Procurement Officer	1	1	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
4.1.4	IT - Determine next steps for development final system	1	1	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.2	Admin - Review financial activities conducted by Commission Staff								State Objective: Government and Citizens				
4.2.1	Admin - Review financial activities conducted by Commission Staff	1	1	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	0100.000000.000	
4.2.2	Admin - Determine opportunities for improved efficiencies	1	1	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.3	HR - Review process improvements through attrition/succession planning								State Objective: Government and Citizens				
4.3.1	HR - Review process improvements through attrition/succession planning	1	1	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.4	Admin - Survey stakeholders for preferred communication methods								State Objective: Government and Citizens				
4.4.1	Admin - Survey stakeholders for preferred communication methods	1	1	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
4.5	HR - Evaluate training needs for employees								State Objective: Government and Citizens				
4.5.1	HR - Evaluate training needs for employees	1	1	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	0100.000000.000	
4.5.2	HR - Oversee EPMS process	1	1	Percent Complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	0100.000000.000	

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Budget Data

as submitted for the Accountability Report by:

R080 - WORKER'S COMPENSATION COMMISSION

State Funded Program No.	State Funded Program Title	Description of State Funded Program	(Actual) General	(Actual) Other	(Actual) Federal	(Actual) Total	(Projected) General2	(Projected) Other	(Projected) Federal4	(Projected) Total
0100.000000.000	Administration	Salary and operating expenses for Executive Director.	\$ 138,686.00	\$ 186,143.00	\$ -	\$ 324,829.00	\$ 138,686.00	\$ 186,143.00	\$ -	\$ 324,829.00
0500.010000.000	Commissioners	Salary and operating expenses for Commissioners and their Administrative Assistants.	\$ 1,548,977.00	\$ 21,101.00	\$ -	\$ 1,570,078.00	\$ 1,548,977.00	\$ 21,101.00	\$ -	\$ 1,570,078.00
0500.050000.000	Management	Salary for an employrion assigned to the Judicial staff to process documents for disputed claims.	\$ -	\$ 493,725.00	\$ -	\$ 493,725.00	\$ -	\$ 493,725.00	\$ -	\$ 493,725.00
1002.000000.000	Insurance & Medical Services	Salary and operating expenses for an employees assigned to the Insurance and Medical Services Department to review claims to ensure compliance for statutory requirement for employers to have workers' compensation insurance.	\$ 31,200.00	\$ 390,274.00	\$ -	\$ 421,474.00	\$ 31,200.00	\$ 390,274.00	\$ -	\$ 421,474.00
1503.000000.000	Claims	Salary and operating expenses assigned to the Claims Department to review required documents related to claims.	\$ 80,535.00	\$ 232,617.00	\$ -	\$ 313,152.00	\$ 80,535.00	\$ 232,617.00	\$ -	\$ 313,152.00
9500.050000.000	State Employer Contributions	State benefits for employees funded by State Funds.	\$ 628,679.00	\$ 683,871.00	\$ -	\$ 1,312,550.00	\$ 628,679.00	\$ 683,871.00	\$ -	\$ 1,312,550.00
9815.070000X000	IT Division	Funding salaries and operating expenses for the IT Department.	\$ -	\$ 344,730.00	\$ -	\$ 344,730.00	\$ -	\$ 344,730.00	\$ -	\$ 344,730.00

FY2022

Legal Data

as submitted for the Accountability Report by:

R080 - WORKER'S COMPENSATION COMMISSION

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2022
Chapter 67	State	Regulation	Regulations of the SC Workers' Compensation Commission	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Proviso 74.1	State	FY22-23 Proviso	Authority to collect and retain revenues from the Educational Seminar	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Proviso 74.2	State	FY22-23 Proviso	Authority to retain and expend revenues collected from the \$25 filing fee for hearings, settlements or motion.	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
SC Appellate court Rule 241,	State	Statute	Rules of appellate practice	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 1, Chapter 23	State	Statute	Authority of Commission for rule making and adjudication of contested cases	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 38, Chapter 1 and Chapter 7	State	Statute	Title and Definitions of Insurance, insurance fees and taxes, and fraud	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 42 Chapter 1	State	Statute	General Provisions of the Workers' Compensation Law	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 42 Chapter 3	State	Statute	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	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 42 Chapter 5	State	Statute	Establishes employer requirements for insurance, penalties, compliance requirements, and tax on self-insurers	Requires a manner of delivery	Process applications for self-insurance, monitor self insurers for compliance	No Change
Title 42 Chapter 9	State	Statute	Provides for the basis of awards for compensation and payment of compensation benefits	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 42, Chapter 11	State	Statute	Provides for procedure and entitlement to benefits in cases involving an occupational illness	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 42, Chapter 17	State	Statute	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	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 42, Chapter 19	State	Statute	Establishes requirements for records and reports, establishes confidentiality of records in the possession of the Commission	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change

FY2022

Services Data

as submitted for the 2022 Accountability Report by:

R080 - WORKER'S COMPENSATION COMMISSION

Description of Service	Description of Direct Customer	Customer Name	Others Impacted by Service	Division or major organizational unit providing the service.	Description of division or major organizational unit providing the service.	Primary negative impact if service not provided.	Changes made to services during FY2022	Summary of changes to services
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	No Change	
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	No Change	
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	No Change	
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	No Change	
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	No Change	
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	No Change	
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	No Change	
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	No Change	
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	No Change	
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	No Change	
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	No Change	
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	No Change	

Description of Service	Description of Direct Customer	Customer Name	Others Impacted by Service	Division or major organizational unit providing the service.	Description of division or major organizational unit providing the service.	Primary negative impact if service not provided.	Changes made to services during FY2022	Summary of changes to services
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	No Change	
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	No Change	
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	No Change	

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Partnerships Data

as submitted for the 2022 Accountability Report by:

R080 - WORKER'S COMPENSATION COMMISSION

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Federal Government	Center for Medicaid and Medicare Services	Annual data sharing for medical fee schedule	No Change
Local Government	Council of Governments	Use of courtroom facilities to conduct hearings	No Change
Non-Governmental Organization	External Consultant	Annual renewal of Medical Fee Schedule	No Change
State Government	General Assembly	approval of statutes and regulations, budget	No Change
State Government	Governor's Office	appointment of commissioners, budget approval	No Change
Non-Governmental Organization	NCCI	Data sharing for insurance coverage compliance	No Change
Local Government	SC Counties	Use of courtroom facilities to conduct hearings	No Change
State Government	SC Court System	adjudication of appeals	No Change
State Government	SC Department of Administration	MOA for financial administrative services	No Change
State Government	SC Department of Employment and Workforce	Data sharing to determine employers insurance coverage requirement	No Change
State Government	SC Department of Vocational Rehabilitation	Data sharing to provide referrals for claimants	No Change
State Government	SC Department of Vocational Rehabilitation	Use of facilities to conduct hearings	No Change
State Government	SC Division of Technology	contract services for technology infasture	No Change
Local Government	SC Municipalities	Use of courtroom facilities to conduct hearings	No Change

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Reports Data

as submitted for the Accountability Report by:

R080 - WORKER'S COMPENSATION COMMISSION

Report Name	Law Number (if applicable)	Summary of information requested in the report	Date of most recent submission DURING the past fiscal year	Reporting Frequency	Type of entity/entities	Method to access the report	Direct access hyperlink or agency contact (if not provided to LSA for posting online)	Changes to this report during the past fiscal year	Explanation why a report wasn't submitted
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."	September-21	Annually	Governor or Lt. Governor AND Legislative entity or entities	Provided to LSA for posting online	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	
Annual Workplace Accidents	§42-3-210	Number of accidents reported to the Commission	September-21	Annually	South Carolina state agency or agencies	Electronic copy available upon request	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	
CAFR Year End Reports	State Treasurer	Financial Year End Closing reports	August-21	Annually	South Carolina state agency or agencies	Electronic copy available upon request	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	
Commission Annual Report	42-3-240	Commission activities, achievements	August-21	Annually	Legislative entity or entities	Electronic copy available upon request	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	
EEOC	SC Human Affairs Commission	Annual employment EEOC statistics	August-21	Annually	South Carolina state agency or agencies	Electronic copy available upon request	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	
Outstanding Debt Collection	Agency Debt Collection Annual Report, Proviso 117.33	Amount of outstanding debt owed to Commission	August-21	Annually	South Carolina state agency or agencies	Electronic copy available upon request	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	
Recycling Report	DHEC: S.C. State Agencies - Recycling & Buy Recycled Annual Report	Amount of products recycled by agency	August-21	Annually	South Carolina state agency or agencies	Electronic copy available upon request	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	
Report of Revenues Collected under Act 95	42-5-190	Annual revenue received	September-21	Annually	Legislative entity or entities	Electronic copy available upon request	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	
Salaries and Wages Paid	Freedom of Information Act	Amount of wages paid to employees	July-21	Quarterly	South Carolina state agency or agencies	Electronic copy available upon request	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	
Small Business Minority Enterprise	Procurement Code 11-35-5240	Amount of purchases from vendors eligible as small minority business	July-21	Quarterly	Governor or Lt. Governor	Electronic copy available upon request	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	