



2025 Annual Accountability Report

Workers' Compensation Commission

Agency Code: R080

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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 South Carolina Code of Laws. 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.

The following is a summary of the agency's departmental activities for FY2024-25.

Commissioners

The Commission consists of 7 Commissioners appointed by the Governor with the advice and consent of the Senate for 6-year terms. The Governor designates, and the Senate approves, 1 commissioner as Chairman for a 2-year term. 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. During FY25, they approved 8,396 attorney fee petitions, issued 191 administrative orders, and 3,470 consent orders, were assigned 1,802 clincher conferences, conducted 137 pre-hearing conferences, reviewed 1,356 motions, and approved 954 relief of counsel motions. During FY25, the Senate voted on the nominations for Commissioners T. Scott Beck, R. Michael Campbell, and Gene McCaskill. Chairman Beck was reappointed for another 2-year term as Chairman. Commissioners Campbell and McCaskill were reappointed for another 6-year term. In October 2024, Commissioner Avery B. Wilkerson, Jr., retired. Commissioner J. Gabriel Coggiola was appointed by the Senate in May 2025 to fill Commissioner Wilkerson's unexpired term.

Executive Director

The Commission's annual operating budget is categorized in 5 departments in the 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 5 departments.

The following are included in the Administrative Department: Administrative Services, General Counsel; and Information Technology (IT) Services. Like the department directors for the other budgetary departments, the Administrative Services Director, General Counsel, and IT Director report to the Executive Director. In FY25, the agency's Self-Insurance Division was budgeted under Insurance and

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Medical Services. However, it continues to operate as its own department since the Commission's reorganization in FY24. The Self-Insurance Division Director also reports to the Executive Director.

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 FY25, the Executive Director's Office processed 27 purchase requisitions, 485 deposits, 780 invoices and 113 travel expense reports.

Ombudsman

As a part of the public information, outreach and ombudsman services initiative, the Executive Director's office logged 2,542 telephone communications, electronic and personal contacts with external stakeholders. Sixteen general notices, policy advisories, and updates and 12 agendas and supporting documents for the Commission Business Meetings were posted on the Commission's website and emailed to individuals and organizations on a distribution list.

Administrative Services

The Administrative Services Department is responsible for all staff hiring, recruitment and retention, record keeping and reporting as well as purchasing, managing accounts receivable and accounts payable functions, assisting with agency budget preparations, and developing the agency's information privacy initiatives.

Human Resources

The agency has 63 authorized positions. During FY25 the Commission employed 50 FTEs and 1 part-time employee. Of the 50 total FTEs, 8 are unclassified positions and 42 are classified positions.

During FY25, 5 full-time employees separated or retired, 1 employee was promoted internally, and 2 new employees were hired to replace the ones that departed. The Commission recruited for and filled 1 new position, a Public Information Coordinator (BC34), during the second quarter of FY25. Two staff members were reassigned internally, resulting in 3 SCEIS reassignment transactions.

The Director of Administrative Services is responsible for coordinating the human resources program for the agency. During FY25, the Director assisted staff with benefits inquiries, and other human resources issues. In addition, the Director worked to recruit, hire, and retain staff to maximize workflow efficiency. For example, during FY25, Human Resources opened 6 recruitments. Of those 6 recruitments, 3 (50%) were filled. Five of the 6 recruitments (83%) opened during the fiscal year were reposted at least once due to an inadequate candidate response. This led to an increase in workload in the Administrative Services Department and the other affected departments during quarters 1 and 2. To compensate for the extended vacancies, the Insurance and Medical Department and the Self-Insurance Department transferred the job duties for 2 positions to existing staff. The positions remain vacant.

The Department Director also participated in House Legislative Oversight Committee (HLOC) meetings and coordinated the with the Office of Inspector General (OIG) to conduct an employee satisfaction survey

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pursuant to the HLOC's recommendation.¹ In addition, the Director served as the agency's EEO Officer, coordinated staff safety and health initiatives such as active shooter drills, health screenings, and flu shot events, attended PEBA employer advocacy group meetings, 1 EEO forum hosted by SCHAC, State HR advisory meetings, State Training and Development Consortium meetings, SuccessFactors focus group meetings, SC Workers' Compensation Educational Association seminars, SC Employers' Advocacy Association meetings, a Department of Administration employee relations workshop, and Society for Human Resource Management (SHRM) Columbia Chapter meetings and webinars, and other relevant trainings as appropriate.

Regulatory changes to the Fair Labor Standards Act (FLSA) were made effective on July 1, 2024. At the end of FY24 and beginning of FY25, the Department Director worked to prepare for and implement staff status changes and time and leave reporting changes in compliance with the new federal rule. The implementation of the agency's new SuccessFactors Employee Performance Management System (EPMS) also continued from FY24 and into the first quarter of FY25. The platform was implemented in October 2024 in conjunction with the Agency's universal review date. EPMS policies were reviewed, updated, and published to staff. The Director is responsible for managing the EPMS process throughout the year.

Other regulatory changes to the South Carolina Human Resources Regulations became effective on September 1, 2024. The office participated in meetings with the Department of Administration, Human Resources Division (DSHR) to prepare for the changes. In addition, an all-staff meeting was planned and held in October 2024 to address the regulation changes and updates to the Employee Performance Management System.

In February and March 2025, the department reviewed the results of the Mercer Study and attended several meetings with DSHR to discuss the impact of the proposed classification and compensation changes. Employees pay grade and associated salary increases mandated by the FY26 appropriation legislation were reviewed at the end of FY25.

Budget and Fiscal Affairs

The Department Director is responsible for assisting the Executive Director's Office by coordinating with the Department of Administration to execute the administrative financial functions of the agency. The office prepared a journal entry transferring the salary and fringe expenditures for 37 positions funded by earmarked funds to general funding. This was completed temporarily while a similar request was pending in the Commission's FY25 budget request.

The office also coordinated with the Department of Administration to complete the FY25 year-end reporting packages and other year-end close-out procedures. In addition, the Director participated in monthly budget meetings with the Department of Administration and assisted the Executive Director's Office with preparation of the annual report and the agency's annual budget requests for FY25.

Procurement

Administrative Services manages the agency's procurement of goods and services by coordinating goods received, and purchase order maintenance under shared services with the Department of Administration. During FY25, the office actively participated in 5 procurements: the procurement of legal case

¹ Additional information relating to the HLOC study is provided on page 10.

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management software, commission furniture purchases, document shredding services, armed security services (continued from FY24), and office space renovations. The requisite market research was performed and preparation of requests for solicitation and statements of work were prepared as appropriate.

The Director also assisted with the preparation of the year-end asset count report and organized an internal training with the Department of Administration Procurement Shared Services for the agency's procurement staff.

Information Security and Privacy

The Director of Administrative Services is also responsible for developing the agency's privacy program. During FY25, the office continued to assess the agency's privacy practices and began working toward developing a documented policy. This project will likely span several fiscal years before completion.

Administrative Services also attended a Department of Administration Division of Information Security (DIS) town hall meeting regarding updates to the DIS200 (state approved privacy and security control matrix) and information privacy seminars and trainings hosted by the Department of Administration's Enterprise Privacy Office (EPO) throughout the year.

Office of the General Counsel

The Office of the General Counsel is part of the Executive Director's Office and operates with 3 FTEs, a General Counsel, 2 Staff Attorneys, and 1-2 part time Law Clerks.

General Counsel was directly involved in 7 litigated cases in FY24-25; 3 cases pending before the Court of Common Pleas, 1 case pending before the Procurement Review Panel, 2 cases pending before the Supreme Court of South Carolina, and 1 case pending before the Court of Appeals.

General Counsel also advised on issues involving the State Ethics Commission, the State Employee Grievance Act, the Freedom of Information Act, state procurement, and security matters with law enforcement.

The Office of General Counsel assisted the Commissioners with drafting orders, giving assistance an average of 15 times per week, and regularly consulted with Commissioners on questions of workers' compensation law and their judicial duties. General Counsel responded to multiple FOIA requests, subpoenas, and requests for authorized release of information.

The Office wrote dozens of proposed orders or order instructions 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 Attorneys continue to assist the Insurance and Medical Services Division in the enforcement of fines and penalties against non-compliant employers and insurers.

The Office of General Counsel continued a successful program where a staff attorney is responsible for drafting all proposed orders of the Appellate Panel. The office drafted an average of 6 proposed orders per month.

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The Office of General Counsel also completed the procurement and set-up of an electronic attorney case management system with a third-party software provider, Clio. Clio is a practice management tool used by many attorneys and is taught at the University of South Carolina School of Law.

Information Technology Department

On September 13, 2024, Verisk and the WCC IT Department launched wcCapture and wcAnalyzer, two integrated applications designed to enhance the commission's claims intake and analysis process. The system streamlines data exchange with Trading Partners—including employers, third party claims administrators, insurance carriers, and attorneys submitting First and Subsequent Reports of Injury (FROI/SROI). The system supports industry-standard EDI 3.0 sequencing requirements and allows submitters to update claims tied to an existing or newly issued WCC Claim Number. Additionally, WCC IT and Verisk worked jointly to re-integrate Jurisdictional Entry (JE) submissions directly into the agency's claims management system, improving documentation alignment and streamlining claims creation workflows.

Throughout FY25, WCC IT continued the legacy modernization of the agency's Claims Management and Reporting System (Progress), implementing updates to improve functionality and user experience. Enhancements included automated email notifications for attorneys, paralegals, carriers, and third-party claims administrators (TPAs) when fine notices are issued from the Insurance and Medical Services and Claims Departments.

The WCC IT Team continued to improve the eFile/ePay System that allows external stakeholders the ability to upload documents, process an electronic payment for a fee or fine, and provides a unique email confirmation and separate email receipt to the submitter. WCC IT conducted several virtual meetings with external stakeholders and added an internal claim/reference number to all existing eFile/ePay forms. This enhancement allows the submitter to use a unique reference number of their choice to reconcile the documents and payments submitted by them.

In collaboration with the Department of Administration's Division of Technology Operations, WCC IT completed a multi-phase upgrade of the agency's Electronic Document Management System (EDMS). The migration progressed from OnBase 17 to OnBase 18, and finally to OnBase 23, ensuring continued platform support and improved system responsiveness.

The IT Department continued to utilize the Ticket Reporting System for agency staff and external stakeholders to report any IT related issues and/or request assistance with the eCase and eFile/ePay systems. The agency plans to continue to utilize the Ticketing System to address user concerns and identify potential system upgrades. During FY25 1,404 tickets were reported, with 86% being classified as low priority, 10% medium priority, 3.7% high priority, and less than 1% classified as Urgent. Tickets reported by type included: Problem (48%), General Question (40%) and Feature Request (6%).

By maintaining supported systems, WCC IT strengthens its ability to meet evolving constituent expectations and deliver future upgrades that will benefit both internal staff and external stakeholders. Upcoming enhancements will expand self-service options, streamlining processes for claims, document submission, and reporting. This strategic focus on application sustainability ensures continued alignment with the expectations of WCC staff, partners, and the citizens of South Carolina.

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Insurance and Medical Services

The IMS Department is divided into 2 functional divisions: Coverage and Compliance and Medical Services.

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. In FY25, 58,268 accidents were reported to the Commission. This reflects a 4.98% decrease in the number reported in the previous year. Of the total number reported, 32,445 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 2,446 which reflects a .69% 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 104,068 employers in the State and following up on individual citizen reports of potential non-compliance by employers. During FY25 the Division caused 564 employers to obtain insurance coverage for approximately 3,053 previously uninsured workers. A total of \$947,498 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 fifty-nine cases were set for Rule to Show Cause Hearings, resulting in fine collections in the amount of \$127,693.

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 utilizes a formal dispute process for medical service providers and insurance carriers when billing and payment disputes arise. In FY25, the Division responded to 196 formal disputes through the Medical Fee Dispute Process as well as responding to 888 general inquiries from medical service providers and payers.

During FY25, the IMS Department experienced staffing changes. One compliance investigator was reassigned to a different department. This opening allowed for the promotion of the coverage analyst to the compliance investigator position. The self-insurance administrative assistant was reassigned to the coverage analyst position but later transferred back to the Self-Insurance Division.

Self-Insurance Department

In FY25, the Self-Insurance Division of the IMS Department became a stand alone department, reporting to the Executive Director. The fiduciary and statutory responsibility of the program warranted the change. The Department is responsible for reviewing employers' applications to be self-insured to verify it meets

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the qualifications and financial requirements for approval to be self-insured. During FY25, the Department recommended and the Commission approved 113 applications for self-insurance. Once approved, the Department reviews annual financial statements and conducts audits to ensure the employer is maintaining the financial requirements to remain self-insured. During FY25, the department administered 82 self-insured employers and 9 funds which provided coverage to over 2,100 employers and over 300,000 workers. Forty-eight audits were conducted to monitor the financial stability of the self-insured employers and funds. The Department collected \$5.7 million in Self-Insurance taxes paid by self-insurers. In compliance with the SC Code of Laws, the total amount was transferred to the State's General Fund.

Claims Department

The Claims Department processes periodic reports filed by carriers, reviews all final settlements, attorney fees and responds to requests from potential employers in need of workers' compensation claims history data. During FY2025, the Department processed 21,773 initial notices/termination of payments (Forms 15,15II, 17), and 58,661 Carrier's Periodic Reports (Form 18s). In February 2024, SC WCC announced the next phase of Our Legacy Modernization Program which provided the new eFile and ePay enhancements. All forms submitted to Claims can be submitted via eFile or emailed to the specific forms' email address. All filing fees and fine payments can be submitted via ePay. The Department processed 8,038 clinicians, 649 Form 16s, 274 third party settlements, 8,668 Form 61's. The Department continued the outreach efforts to educate and inform stakeholders on the correct procedures for filing reports timely to avoid assessments of fines. The Claims Department has a prepared PowerPoint to share with stakeholders for training purposes.

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 FY25, the Department processed over 41,000 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 7 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 2,997 cases for informal conferences of which 2,207 were conducted. A Commissioner is responsible for conducting an informal conference when an agreement is not reached during the meeting with the Claims Mediator, or the medical costs exceed \$50,000. Seventy informal conferences were conducted by Commissioners during FY25.

Single Commissioner Hearings

During FY25, the Department received, processed and assigned 10,165 cases to the Commissioners' offices for docketing, of which 642 hearings were conducted.

Processing Time

The amount of time for a disputed case to be resolved is critical to the employee and employer. Delays may impact the employer's costs by increasing the amount of temporary compensation paid. Delays may impact the injured employee's timely receipt of medical services and/or receipt of compensation. The

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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 35 days and a hearing is docketed in an average of 98 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 FY25, the number of single Commissioner decisions appealed totaled 114. The Appellate Panels reviewed 60 cases, and 25 Appellate Panel decisions were appealed to a higher court.

Appellate hearings continue to be conducted electronically with the Commissioners participating via Zoom. If the parties request to appear in person for the appellate hearing they are accommodated. We also accommodate hybrid hearings where one party appears in person and one party appears electronically.

Mediations

During FY25, the Commission received 989 reports of mediation via the Form 70. Of those, 752 were resolved, 227 failed to be resolved and 10 remained unresolved with pending issues. Eight mediations occurred as a result of an Order by a Commissioner.

SC Department of Vocational Rehabilitation (SCVRD)

The Commission is required by Section 42-3-80 of the SC Code of Laws to refer claimants that need vocational counseling or vocational evaluation, personal adjustment, training and placement to the SCVRD. To accomplish this, SCVRD has a designated coordinator to review claims to determine if a claimant would benefit from SCVRD services. The Commission provides SCVRD access to all claims through a secure electronic portal. SCVRD reviews the claims and selects closed claims to contact the claimant by letter to offer the agencies' services to the claimants. Commissioners make direct referrals to the SCVRD counselor assigned to the Commission to coordinate claimants' access and referral for their services. At the beginning of the fiscal year, a great disparity was noted between the number of cases being referred and the number of claimants responding and applying for services. To address this challenge and ensure that claimants received adequate notice of the services available to them, the SCVRD notification letter was updated to include additional information, and the Commission's IT Department provided the ability to sort claims data to expedite the notification process.

During FY25, SCVRD contacted 2,273 claimants (13% decrease from FY24) of which 1,320 declined to apply for services (58%). Twenty-eight applications were completed (75% increase from FY24); 1,320 declined to apply (5% decrease from FY24); 3 were existing cases; 287 were no outcome active referrals (19% increase from FY24); and 634 were reported as unable to contact (19% decrease from FY24).

Risk Assessment and Mitigation Strategies

The Risk Assessment and Mitigation Strategies section of the AAR, requires the Commission to identify the potential and most negative impact on the public that could result if the agency failed to accomplish its goals and objectives. The Commission was established in 1935 with the mission 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 not have a safety net of immediate and long-term medical care and temporary compensation provided by the Workers' Compensation Act. The inability to access proper and timely medical care could lead to loss of life or other permanent medical problem delaying or prohibiting the

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individual's return to work as a productive member of society. The financial impact on the employee could lead to their financial ruin. The employer is impacted by the potential loss of production and revenue because of the injured worker's absence and the potential increase in the insurance premiums.

Commission workforce demographics shape the services it provides and is the driving force impacting the Agency's ability to fulfill its main goal and objective: conduct hearings in disputed cases in a timely and efficient manner.

During FY25, 42 agency employees were responsible for the Commission's administrative functions ranging from legal assistance, information technology, judicial docketing, claims administration, investigation of regulatory violations, agency administration, and administration of the self-insurance program. Each of these functions plays a critical role in managing a claim from filing to disposition by a Commissioner and in providing administrative support. Of the 42 (24%) staff members, 10 became eligible to retire in FY25. An additional 5 (36%) are eligible to retire in 4 years. On average, the 10 staff members who are retirement eligible in FY25 have 31.4 years of state service and 27.8 years of agency service. On average, the 5 staff members who are eligible to retire in 2029, have 20.6 years of state service and 18.7 years of agency service. If each staff member retired as they became eligible, the Commission would not only lose decades of institutional knowledge but would also be cripplingly understaffed. Six (60%) of the 10 staff members eligible to retire in FY25 hold critical positions at the Commission (Executive Director, 2 Commissioner Administrative Assistants, 2 Department or Division Directors, and 1 IT staff member). Two (40%) of the 5 staff members eligible to retire in 4 years hold critical positions at the Commission (1 Department Head or Division Director and 1 Commissioner Administrative Assistant).

To address a potential labor shortage, and as recommended by the HLOC in their August 2024 study, the Commission has asked each department to create a succession plan that includes identifying staff members to mentor to assume key positions and a plan to recruit for vacant positions in the various departments. Those plans are in progress with an anticipated completion date of August or September 2025.

This issue is further complicated by difficulties with attracting qualified candidates for vacant positions. In FY25, approximately 3 positions remained unfilled after several recruitment attempts. A limited general fund budget and inconsistent earmarked fund revenues curtail the salaries the Commission can offer new hires. While the increase in general funding in FY25 provided the Commission with a sustainable revenue source for payroll, it does not cover all Commission salaries, salary increases or leave room to offer competitive salaries to new hires.

The Commission's staff is undoubtedly its greatest asset and resource. Without well-trained and efficient staff, the Commission fails in its mission to provide an equitable and timely system of benefits.

Information Technology Legacy System Modernization Project

The General Assembly approved \$6,631,520 as recurring funding for the Information Technology Legacy System Modernization Project. The project is an upgrade of the IT claims management system. The project is not complete. Phases implemented in FY25 are described in the Information Technology Department section above. The total expenditure for the completion of the project is estimated at \$2.1 million. In FY25, the Commission released \$4 million of the remaining balance back to the general fund.

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House Legislative Oversight Committee

As previously reported, the Commission was selected for a House Legislative Oversight Committee (HLOC) Study in December 2022. Data collection, institutional information gathering, and the preparation of legislative presentation materials spanned 2 fiscal years, FY23 and FY24. The HLOC approved the report at the beginning of FY25, on August 20, 2024. The report included 18 findings, 6 study-related internal changes, and 10 recommendations. The findings related to Commission facts, funding and fine assessment, staffing needs and job duties, regulatory procedures, and general operations.

Financial Report

The Commission's total annual operating budget for FY25 was \$11,899,932, which included General Fund appropriations of \$6,292,087 and \$5,607,845 in authorization to spend in the Earmarked Fund. The actual expenditures for FY25 totaled \$5,194,550 in the General Fund and \$1,720,389 in the Earmarked Fund. The substantial reduction in expenditures in the Earmarked fund resulted from the transfer of the expenditures of funded positions in the Earmarked Fund to the General Fund to apply to the additional \$3 million appropriation.

In FY25, the Commission collected \$2,648,208 in filing fees, fines and penalties, copy charges, and other charges to offset the annual operating cost to operate the agency. In FY25, the Commission collected \$5.7 million in Self-Insurance taxes. The Appropriations Act H 5100, for Fiscal Year FY24-25, deleted proviso 74.3, which resulted in the Commission transferring the total amount all Self-Insurance taxes collected to the State's General Fund. To replace the loss of approximately \$2.5 million of agency funding from the taxes, the General Assembly appropriated an additional \$3 million in the General Funding.

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South Carolina Workers' Compensation Commission
 Budget v. Actual Report
 FY 2025 As of 6/30/2025
 100% of year elapsed

Fund 10010000 - GENERAL FUND - Operating Items

Administration		FY 2025				FY 2024		
Commitment Item	Commitment Item Description	Current Budget	YTD Expenditures	% Used	Commitments	Remaining Balance	YTD Expenditures	% Used
501015	DIRECTOR	\$ 157,196	\$ 157,196	100%		\$ -	\$ 153,737	98%
501058	CLASSIFIED POS	\$ 743,137	\$ 344,675	46%		\$ 398,462		
512001	OTHER OPERATING	\$ 244,355						
	Total OTHER OPERATING:	\$ 244,355				\$ 3,155,303	\$ 37,300	15%
	Total Administration:	\$ 1,144,688	\$ 501,871	44%		\$ 642,817	\$ 191,037	17%
Inform. services		FY 2025				FY 2024		
Commitment Item	Commitment Item Description	Current Budget	YTD Expenditures	% Used	Commitments	Remaining Balance	YTD Expenditures	% Used
501058	CLASSIFIED POS		\$ 398,462					
503000	SUPPLY AND MATERIAL		\$ 126					
	Total OTHER OPERATING:		\$ 126		\$ 2,481	\$ (6,507)	6,947	
	Total Inform. services:		\$ 126		\$ 2,481	\$ (6,507)	6,947	
Claims		FY 2025				FY 2024		
Commitment Item	Commitment Item Description	Current Budget	YTD Expenditures	% Used	Commitments	Remaining Balance	YTD Expenditures	% Used
501058	CLASSIFIED POS	\$ 357,542	\$ 357,542	100%		\$ -	\$ 89,308	25%
	Total Claims:	\$ 357,542	\$ 357,542	100%		\$ -	\$ 89,308	23%
Commissioners		FY 2025				FY 2024		
Commitment Item	Commitment Item Description	Current Budget	YTD Expenditures	% Used	Commitments	Remaining Balance	YTD Expenditures	% Used
501026	CHAIRMAN	\$ 190,487	\$ 190,487	100%		\$ -	\$ 186,296	98%
501033	COMMISSIONER	\$ 997,538	\$ 997,538	100%		\$ -	\$ 1,085,207	109%
501050	TAXABLE SUBS	\$ 62,557	\$ 62,557	100%		\$ -	\$ 82,734	132%
501058	CLASSIFIED POS	\$ 437,981	\$ 437,981	100%		\$ -	\$ 390,687	89%
	Total Commissioners:	\$ 1,688,563	\$ 1,688,563	100%		0	1,744,924	88%
Insurance & Medical		FY 2025				FY 2024		
Commitment Item	Commitment Item Description	Current Budget	YTD Expenditures	% Used	Commitments	Remaining Balance	YTD Expenditures	% Used
501058	CLASSIFIED POS	\$ 479,359	\$ 479,359	100%		\$ -	\$ 31,023	6%
	Total Insurance & Medical:	\$ 479,359	\$ 479,359	100%		\$ -	\$ 31,023	6%
Judicial		FY 2025				FY 2024		
Commitment Item	Commitment Item Description	Current Budget	YTD Expenditures	% Used	Commitments	Remaining Balance	YTD Expenditures	% Used
501058	CLASSIFIED POS	\$ 493,852	\$ 493,852	100%		\$ -		
512001	OTHER OPERATING	\$ 42,099						
503000	SUPPLY AND MATERIAL		\$ 4,000					
	Total OTHER OPERATING:	\$ 42,099	\$ 4,000	10%	\$ -	\$ 38,099		
	Total Judicial:	\$ 535,951	\$ 497,852	93%	\$ -	\$ 38,099		
Employer Contributions		FY 2025				FY 2024		
Commitment Item	Commitment Item Description	Current Budget	YTD Expenditures	% Used	Commitments	Remaining Balance	YTD Expenditures	% Used
513000	EMPLOYER CONTRIB	\$ 1,669,237	\$ 1,669,237	100%		\$ -	\$ 772,525	46%
	Total Employer Contributions:	\$ 1,669,237	\$ 1,669,237	100%		\$ -	\$ 772,525	46%
	Total GENERAL FUND - Operating Items	\$ 5,875,340	\$ 5,194,550	88%	\$ 2,481	\$ 678,309	\$ 2,842,491	45%

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Commissioners		FY 2025					FY 2024	
Commitment Item	Description	Current Budget	YTD Expenditures	% Used	Commitments	Remaining Balance	YTD Expenditures	% Used
501058	CLASSIFIED POS	\$ 50,000	\$ -	0%		\$ 50,000		
512001	OTHER OPERATING	\$ 229,092						
502000	CONTRACTUAL SVC		\$ 126,802		\$ 8,703		\$ 145,509	
505000	TRAVEL		\$ 49,048				\$ 52,503	
	Total OTHER OPERATING:	\$ 229,092	\$ 175,850	77%	\$ 8,703	\$ 44,539	\$ 198,012	88%
	Total Commissioners:	\$ 279,092	\$ 175,850	63%	\$ 8,703	\$ 94,539	\$ 198,012	72%

Insurance & Medical		FY 2025					FY 2024	
Commitment Item	Description	Current Budget	YTD Expenditures	% Used	Commitments	Remaining Balance	YTD Expenditures	% Used
501058	CLASSIFIED POS	\$ 553,278	\$ 1,667	0%		\$ 551,611	\$ 480,673	87%
501070	OTH PERS SVC		\$ -			\$ -	\$ 20,697	
512001	OTHER OPERATING	\$ 90,000						
502000	CONTRACTUAL SVC		\$ 1,740				\$ 12,707	
503000	SUPPLY AND MATERIAL		\$ 16,500				\$ 12,585	
505000	TRAVEL		\$ 7,018				\$ 9,282	
514000	BENEFITS AND CLAIMS		\$ 40,262		\$ 12,766		\$ 50,794	
	Total OTHER OPERATING:	\$ 90,000	\$ 65,520	73%	\$ 12,766	\$ 11,714	\$ 85,368	95%
	Total Insurance & Medical:	\$ 643,278	\$ 67,187	10%	\$ 12,766	\$ 563,325	\$ 586,738	91%

Judicial		FY 2025					FY 2024	
Commitment Item	Commitment Item Description	Current Budget	YTD Expenditures	% Used	Commitments	Remaining Balance	YTD Expenditures	% Used
501058	CLASSIFIED POS	\$ 513,733	\$ (9)	-0%		\$ 513,742	\$ 521,336	101%
501070	OTH PERS SVC	\$ 62,681	\$ -	0%		\$ 62,681	\$ 37,522	60%
512001	OTHER OPERATING	\$ 95,000						
502000	CONTRACTUAL SVC		\$ 21,692				\$ 3,677	
503000	SUPPLY AND MATERIAL		\$ 30,309				\$ 26,599	
505000	TRAVEL		\$ 892				\$ 1,982	
	Total OTHER OPERATING:	\$ 95,000	\$ 52,893	56%	\$ -	\$ 42,107	\$ 32,258	35%
	Total Judicial:	\$ 671,414	\$ 52,884	8%	\$ -	\$ 618,530	\$ 591,116	88%

Employer Contributions		FY 2025					FY 2024	
Commitment Item	Commitment Item Description	Current Budget	YTD Expenditures	% Used	Commitments	Remaining Balance	YTD Expenditures	% Used
513000	EMPLOYER CONTRIB	\$ 924,317	\$ 5,443	1%		\$ 918,874	\$ 862,140	93%
	Total Employer Contributions:	\$ 924,317	\$ 5,443	1%		\$ 918,874	\$ 862,140	93%
	Total EARMARKED FUND:	\$ 5,607,845	\$ 1,720,389	31%	\$ 498,112	\$ 3,389,344	\$ 4,386,502	78%

AGENCY NAME:

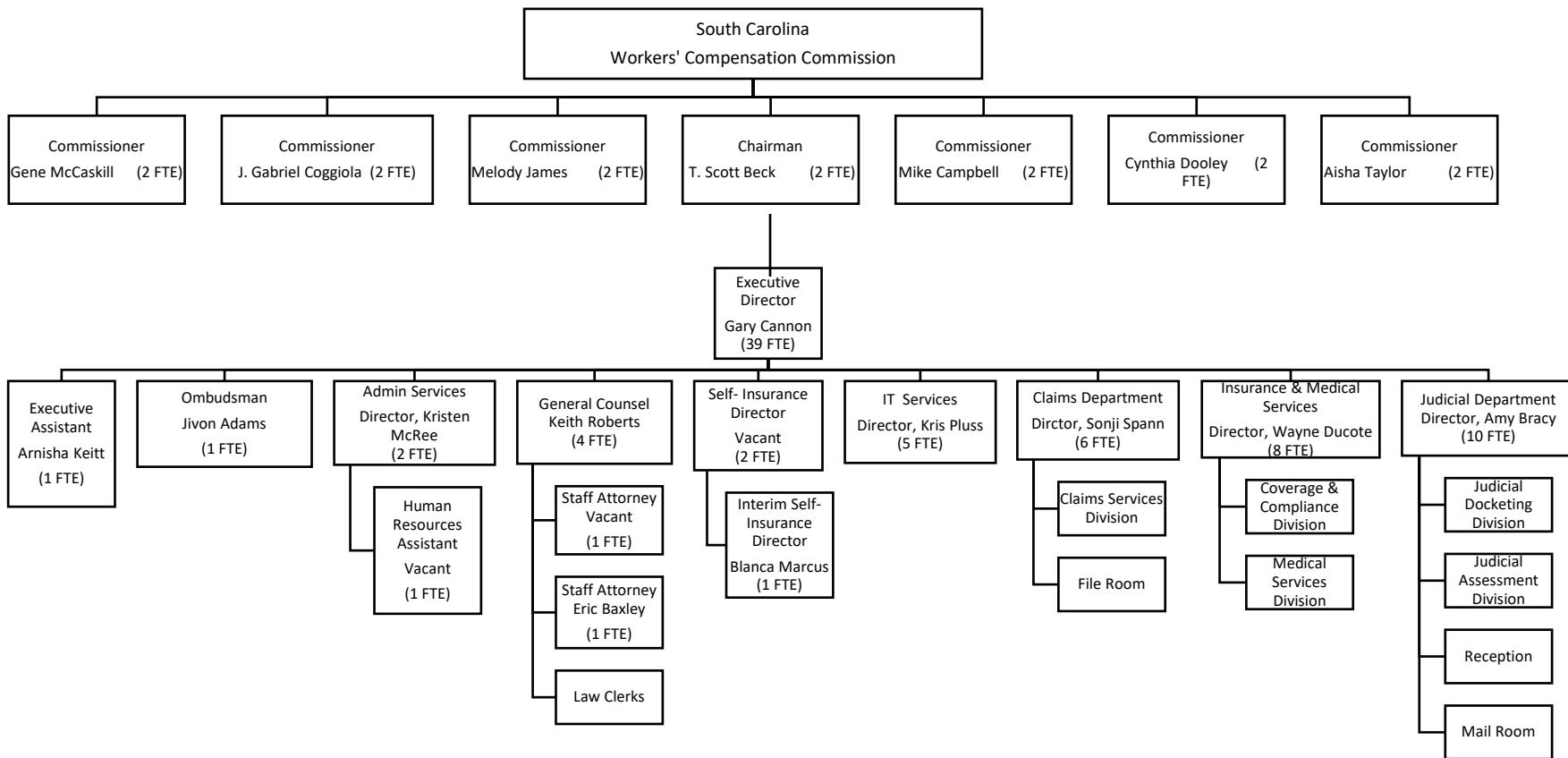
South Carolina Workers' Compensation Commission

AGENCY CODE:

R080

SECTION:

74



*63 Authorized Positions (no change for FY2025-26)

2025

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
Kristen	McRee	Director of Administration	kmcree@wcc.sc.gov	803.737.5671

Agency Mission

Adopted in: 1997

To provide an equitable and timely system of benefits to injured workers and employers in the most responsive, accurate and reliable manner possible.

Agency Vision

Adopted in: 2009

Judiciously consider the facts of each case.

Render decisions based on application of facts to the law. Treat all stakeholders fairly and equitably and in a timely manner. Promote efficiency and effectiveness.

Remember ... a case involves a human being.

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 FY2025

Description of Event	Start	End	Agency Measures Impacted	Other Impacts
IMS began pulling 20 new DEW (Department of Employment and Workforce) files to review.	December	June	IMS Initiate and conduct investigation if coverage not found	

IT began sending email notification notices to attorneys, paralegals, carriers, and TPAs when fine notices are generated by IMS	December	June	IMS Conduct review of Compliance Program to ensure equity of fines assessment	
HR implemented SuccessFactors EPMS	October	June	HR - Oversee EPMS process	
Legal Department implemented a case management system	April	June	General Counsel - Provide legal counsel to individual Commissioners on specific cases	
Legal Department implemented a program to draft all appellate orders internally	June	June	General Counsel - Provide legal counsel to individual Commissioners on specific cases	
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
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. § 30-1-10 through 30-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).				Yes
Does the law allow the agency to promulgate regulations?				Yes
Law number(s) which gives the agency the authority to promulgate regulations:	42-3-30			
Has the agency promulgated any regulations?				No
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?				Yes
(End of Reorganization and Compliance Section)				

FY2025

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	8,300	8,500	8,396	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	Number of positions approved depends on the number of petitions filed by external stakeholders.
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	15	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	
1.2.2	General Counsel - Provide legal counsel to individual Commissioners on specific cases	275	325	780	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	
1.3 Judicial - Monitor mediation program State Objective: Government and Citizens															
1.3.1	Judicial - Monitor mediation program	800	854	989	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	
1.3.2	Judicial - Process, schedule and conduct Informal Conferences	2,500	3,000	3,000	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	
1.3.3	Judicial - Develop business continuity for Informal Conference Program	1	1	1	Count	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	agency, insurance carriers, claimants		1002.000000.000	
2.1 IMS Review all claims filed to ensure employer has proper insurance coverage State Objective: Government and Citizens															

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
2.1.1	IMS Review all claims filed to ensure employer has proper insurance coverage	65,000	60,000	58,268	Count	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, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
2.1.2	IMS Initiate and conduct investigation if coverage not found	2,000	2,000	2,737	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
2.1.3	IMS Initiate legal proceedings to compel coverage	900	500	723	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
2.1.4	IMS Partner with outside resources to obtain data to assist compliance investigations	4	4	4	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
2.1.5	IMS Conduct review of Compliance Program to ensure equity of fines assessment	1	1	1	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
2.1.6	General Counsel - Recommends changes in statute to implement fine equity	1	1	1	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	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	95,000	165,000	167,940	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
2.2.2	Claims - assess fines for violation of claims forms and reports required filing	2,500	3,000	2,942	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	Number of fines assesed depends on number of external stakeholders' delinquent form filings.
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	115	113	Count	Complete	State Fiscal Year	Count	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	Number of applications processed depends on the number of external stakeholder applications filed.

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	50	33	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	0100.000000.000	Staff turnover in the department impacted this performance measure.
2.4 IMS - Update medical fee schedules State Objective: Government and Citizens														
2.4.1	IMS - Update medical fee schedules	3	3	3	Count	Complete	Other	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	0100.000000.000	
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	800	888	Count	Equal to or greater than	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	medical service providers, insurance carriers	0100.000000.000	
3.1 Develop educational seminar for stakeholder groups to disseminate basic information about the workers' compensation system as well as information targeted to specific elements of stakeholder groups. State Objective: Government and Citizens														
3.1.1	Admin, Exec Staff - Conduct Claims Administration workshops for stakeholders	2	2	1	Count	Maintain range	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	One training was cancelled due to lack of stakeholder participation.
3.1.2	Admin, Exec Staff - explore alternate methods for presenting Claims workshop	100%	50%	50%	Percent complete	Maintain range	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, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.1.3	Admin - Provide agency updates to stakeholder groups	10	10	10	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, 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	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.1.5	Admin - Respond to stakeholder communications from stakeholders	3,000	2,100	2,542	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, 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														

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
3.2.1	Admin - Prepare Annual and Accountability Reports	2	2	2	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2.2	Admin - Update and maintain e-mail list-serve mechanisms	785	2,100	9,417	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2.3	Admin - Publish Advisory Notices and distribute to stakeholders	50	33	28	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	Advisory notices and updates are published on an as-needed basis.
3.2.4	IMS - Program to educate small businesses and insurance agents about coverage	100%	75%	100%	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, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2.5	Admin, Comm - Convene ad hoc focus groups to discuss proposed changes	100%	100%	0%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	No issues presented that required an ad hoc focus group during last FY.
4.1 IT Legacy System Upgrade														
4.1.1	Implement Phase II	100%	100%	100%	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 - Finalize dispute before State Procurement Officer	100%	100%	100%	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 - Determine next steps for development final system	100%	100%	100%	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														

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
4.2.1	Admin - Review financial activites conducted by Commission Staff	100%	100%	100%	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	
4.2.2	Admin - Determine opportunities for improved efficiencies	100%	100%	100%	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	100%	100%	100%	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	100%	100%	25%	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, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	Training of new hire responsible for this task is ongoing. Completion will span several fiscal years.
4.5 HR - Evaluate training needs for employees State Objective: Government and Citizens														
4.5.1	HR - Evaluate training needs for employees	100%	100%	50%	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 employees	0100.000000.000	This performance measure is ongoing. Completion will span several fiscal years.
4.5.2	HR - Oversee EPMS process	100%	100%	100%	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 employees	0100.000000.000	

FY2026

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												
1.1.1	Comm - Approve Attorney Fee Petitions	8,300	8,500	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	
1.2	General Counsel - Conduct legal review higher court decisions with Commissioners												
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 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	
1.2.2	General Counsel - Provide legal counsel to individual Commissioners on specific cases	275	325	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	
1.3	Judicial - Monitor mediation program												
1.3.1	Judicial - Monitor mediation program	800	854	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	
1.3.2	Judicial - Process, schedule and conduct Informal Conferences	2,500	3,000	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	
1.3.3	Judicial - Develop business continuity for Informal Conference Program	1	1	Count	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	agency, insurance carriers, claimants	1002.000000.000	
2.1	IMS Review all claims filed to ensure employer has proper insurance coverage												
2.1.1	IMS Review all claims filed to ensure employer has proper insurance coverage	65,000	60,000	Count	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, insurance carriers, adjusters, attorneys, paralegals, medical service providers	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
										Stakeholder Need Satisfied	Primary Stakeholder		Program Number Responsible	Notes	
2.1.2	IMS Initiate and conduct investigation if coverage not found	2,000	2,000	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000			
2.1.3	IMS Initiate legal proceedings to compel coverage	900	500	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000			
2.1.4	IMS Partner with outside resources to obtain data to assist compliance investigations	4	4	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000			
2.1.5	IMS Conduct review of Compliance Program to ensure equity of fines assessment	1	1	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000			
2.1.6	General Counsel - Recommends changes in statute to implement fine equity	1	1	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	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	95,000	165,000	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000			
2.2.2	Claims - assess fines for violation of claims forms and reports required filing	2,500	3,000	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000			
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	115	Count	Complete	State Fiscal Year	Count	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			
2.3.2	Self-Insurance monitor all self-insured employers for financial compliance	100	50	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	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
2.4	IMS - Update medical fee schedules												State Objective: Government and Citizens
2.4.1	IMS - Update medical fee schedules	3	3	Count	Complete	Other	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	0100.000000.000	
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	800	Count	Equal to or greater than	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	medical service providers, insurance carriers	0100.000000.000	
3.1	Develop educational seminar for stakeholder groups to disseminate basic information about the workers' compensation system as well as information targeted to specific elements of stakeholder groups.												State Objective: Government and Citizens
3.1.1	Admin, Exec Staff - Conduct Claims Administration workshops for stakeholders	2	2	Count	Maintain range	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.1.2	Admin, Exec Staff - explore alternate methods for presenting Claims workshop	100%	50%	Percent complete	Maintain range	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, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.1.3	Admin - Provide agency updates to stakeholder groups	10	10	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, 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	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.1.5	Admin - Respond to stakeholder communications from stakeholders	3,000	2,100	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, 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	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	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
3.2.2	Admin - Update and maintain e-mail list-serve mechanisms	785	2,100	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2.3	Admin - Publish Advisory Notices and distribute to stakeholders	50	33	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, 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	100%	75%	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, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2.5	Admin, Comm - Convene ad hoc focus groups to discuss proposed changes	100%	100%	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, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
4.1 IT Legacy System Upgrade													
4.1.1	Implement Phase II	100%	100%	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 - Finalize dispute before State Procurement Officer	100%	100%	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 - Determine next steps for development final system	100%	100%	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 activites conducted by Commission Staff													
4.2.1	Admin - Review financial activites conducted by Commission Staff	100%	100%	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	
4.2.2	Admin - Determine opportunities for improved efficiencies	100%	100%	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
4.3	HR - Review process improvements through attrition/succession planning												State Objective: Government and Citizens
4.3.1	HR - Review process improvements through attrition/succession planning	100%	100%	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	100%	100%	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, 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	100%	100%	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 employees	0100.000000.000	
4.5.2	HR - Oversee EPMS process	100%	100%	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 employees	0100.000000.000	

2025

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) General	(Projected) Other	(Projected) Federal	(Projected) Total
0100.000000.000	Administration	Salary, fringe, and operating expenses for Executive Director.	\$ 1,367,358.00	\$ 1,413,344.00	\$ -	\$ 2,780,702.00	\$ 1,749,759.00	\$ 1,369,646.00	\$ -	\$ 3,119,404.00
0500.010000.000	Commissioners	Salary, fringe, and operating expenses for Commissioners and their Administrative Assistants.	\$ 2,399,898.00	\$ 181,183.00	\$ -	\$ 2,581,082.00	\$ 2,741,254.00	\$ 163,900.00	\$ -	\$ 2,905,154.00
0500.050000.000	Management	Salary, fringe, and operating expenses for an employee assigned to the Judicial staff to process documents for disputed claims.	\$ 790,189.00	\$ 53,344.00	\$ -	\$ 843,534.00	\$ -	\$ 19,600.00	\$ -	\$ 921,862.00
1002.000000.000	Insurance & Medical Services	Salary, fringe, 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.	\$ 666,311.00	\$ 69,680.00	\$ -	\$ 735,991.00	\$ 566,250.00	\$ 107,675.00	\$ -	\$ 673,926.00
1503.000000.000	Claims	Salary, fringe, and operating expenses assigned to the Claims Department to review required documents related to claims.	\$ 506,194.00	\$ 127,048.00	\$ -	\$ 633,242.00	\$ 463,913.00	\$ 67,679.00	\$ -	\$ 531,592.00
9815.070000X000	IT Division	Non-recurring budget appropriation for IT Legacy Modernization Project	\$ 1,548,773.00	\$ -	\$ -	\$ 1,548,773.00	\$ 1,548,773.00	\$ -	\$ -	\$ 1,548,773.00
9831.080000X000	IT Division	Non-recurring budget appropriation for IT Legacy Modernization Project	\$ 1,000,000.00	\$ -	\$ -	\$ 1,000,000.00	\$ 1,000,000.00	\$ -	\$ -	\$ 1,000,000.00

2025

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 FY2025
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	FY24-25 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
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	FY24-25 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	FY24-25 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

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2025
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

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2025
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
FY24-25 Proviso	State	FY24-25 Proviso	Requires every county to provide a secure hearing site for SC Workers' Compensation hearings.	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	added

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Services Data

as submitted for the 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 FY2025	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	

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 FY2025	Summary of changes to services
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	
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	Administration	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 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

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
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 infrastructure	No Change
Local Government	SC Municipalities	Use of courtroom facilities to conduct hearings	No Change
State Government	State Accident Fund	Claims Adjustment Services	Add
Non-Governmental Organization	Verisk / ISO	Designed software (wcCapture and wcAnalyzer systems to streamline the FROI/SROI Claims Submission Process).	Add

2025

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
Accountability Report	S.C. Code 1-1-820	Departments mission, objectives, performance measures	September 2024	Annually	South Carolina state agency or agencies	Provided to LSA for posting online	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	
Recycling Report	S.C. Code Ann. 44-96-140(B)	Amount of recyclable materials generated by the agency	August 2024	Annually	South Carolina state agency or agencies	Available on another website	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	
SC Human Affairs Commission	S.C. Code Ann. Regs. 65-20	Statistics of existing employees and new hires race and sex; and applicant pool of vacancies	September 2024	Annually	South Carolina state agency or agencies	Available on another website	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	September 2024	Quarterly	South Carolina state agency or agencies	Electronic copy available upon request	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	

AGENCY NAME:	Workers' Compensation Commission
AGENCY CODE:	R080

2025
Accountability Report

SUBMISSION FORM

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

- Data Template
 - Reorganization and Compliance
 - FY2025 Strategic Plan Results
 - FY2026 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 (SIGN AND DATE):	SIGNATURE ON FILE	Signature Received: 09/15/2025
(TYPE/PRINT NAME):	Gary M. Cannon, Executive Director	

BOARD/CMSN CHAIR (SIGN AND DATE):	SIGNATURE ON FILE	Signature Received: 09/15/2025
(TYPE/PRINT NAME):	T. Scott Beck, Chairman	