

2026 Annual Accountability Report

Workers' Compensation Commission

Agency Code: R080

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AGENCY NAME:	SC Workers' Compensation Commission		
AGENCY CODE:	R080	SECTION:	74

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 FY2025-2026.

Commissioners
During FY26 the Commissioners approved 8,287 attorney fee petitions, issued 161 administrative orders, and 3,619 consent orders, were assigned 1,608 clincher conferences, conducted 128 pre-hearing conferences, reviewed 1,230 motions, and approved 877 relief of counsel motions. Also, during FY26, the Senate voted on the nominations for Chairman T. Scott Beck, and Commissioners Aisha Taylor and Gabe Coggiola. Each was reappointed to another 6-year term beginning on June 30, 2026, and ending on June 30, 2032. After her reappointment, but prior to the commencement of the new term, Commissioner Aisha Taylor resigned from the Commission effective June 18, 2026. Governor McMaster appointed Ms. Deidra D. Byrd to fill her unexpired term. Commissioner Byrd was confirmed on August 12, 2026. Her term expires June 30, 2032.

Executive Director
The Commission's annual operating budget is categorized into 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 five departments.

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

Administrative Services

Human Resources

The agency has 60 authorized positions. During FY26 the Commission employed 50 FTEs (8 unclassified positions and 42 classified positions).

After 16 years of dedicated service, Mr. Gary Cannon, the Commission's Executive Director, retired. The Executive Director was one of 6 employees (5 full-time and 1 part-time) that separated or retired from the Commission during FY26. One employee was promoted internally, creating an additional vacancy. Three new employees were hired to replace the ones that departed or were promoted. Two positions remain vacant as of the date of this report, and 1 part-time position was not filled.

The Commission also opened recruitments for a new helpdesk staff member in the information technology (IT) department and a new paralegal staff member in the legal department. The IT department staff member joined the Commission in May 2026. Recruitment efforts to fill the paralegal position remain ongoing. The Commission also advertised the vacant ombudsman position. Due to insufficient candidate response after three attempts at recruitment, efforts were discontinued and other options are being evaluated.

Finance

The Commission utilizes the Department of Administration Financial Shared Services (Admin) to process financial transactions and assist with year-end reporting. During FY26, the Commission processed 507 deposits, 111 travel claims, and 940 invoices for entry into the SCEIS system by Admin.

Procurement

Administrative Services manages the agency's procurement of goods and services by coordinating agency purchases, and purchase order maintenance under shared services with the Department of Administration. During FY26, the office actively participated in 2 large scale procurements: a procurement for armed security services (continued from FY25) and office space renovations (continued from FY25). The requisite market research was performed and preparation of requests for solicitation and statements of work were prepared as appropriate. The department also processed 46 purchase orders.

Office of the General Counsel

During FY26, General Counsel was directly involved in 3 litigated cases 2 cases pending before the Supreme Court of South Carolina, and 1 case pending before the United States District Court.

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 and regularly consulted with Commissioners on questions about workers' compensation law, legal research tools, and their judicial duties. General Counsel responded to numerous 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 that were enacted or repealed at the State and Federal level. General Counsel and the Staff Attorneys continued 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 the Staff Attorneys are responsible for drafting all proposed Orders of the Appellate Panel. The office drafted an average of 5 proposed appellate orders per month.

The Office of General Counsel also drafted the entire trial packet for the 2026 E. Earle Zehmer National Moot Court Competition in Florida.

Information Technology Department

Legacy Modernization

During FY26, WCC IT continued the legacy modernization project. As part of this effort, WCC IT made enhancements to WCC's Claims Management and Reporting system to support internal DEW compliance investigations and South Carolina Vocational Rehabilitation (SCVRD) referrals. This included automating the processing of SCDEW employer data used by the agency's internal Compliance Division to identify potentially uninsured employers and addressing FEIN and other data issues. At SCVRD's request, IT also updated the portal used to manage referrals from the SCWCC to SCVRD, including adding claim closure dates and sorting results with the most recently closed claims first. These enhancements modernized existing business processes, improved efficiency, and provided actionable information to staff and partner agencies.

WCC IT continued supporting the agency staff and external stakeholders while advancing the Legacy Modernization effort. Phase 3.5: Carrier Filings and Interfaces reached 67% completion by June 2026, and significant progress included EDI 3.0 enhancements supporting multiple administrators on a single claim, development of a Report Server to provide on-demand updates to pre-built reports, and enhancements to eCase for external stakeholders. The five-phase modernization project is currently scheduled for completion in Q4 2029.

Online Filing and Payment

From July 2025 to June 2026, online filings without a fee increased modestly by 4.7%, while filings with a fee increased 27.1%. Online payments for fees and fines increased 11.7%. During the same period, online filing adoption among claimant pleadings increased 12 percentage points, from 68% to 80%, while defense online filing adoption increased 24 percentage points, from 45% to 69%. Overall, these results demonstrate strong continued growth and widespread adoption of WCC's electronic filing and payment (eFile/ePay) services.

Ticket Reporting

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 FY26, 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%).

Ombudsman

As a part of public information, outreach and ombudsman services, the Executive Director's office logged 1,552 telephone communications, electronic and personal contacts with external stakeholders. Thirty-two 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.

During FY26, the Commission launched a LinkedIn page to more efficiently engage stakeholders that may not visit our website regularly or subscribe to our distribution list. The page was launched in November 2025. Since that date, approximately 52 postings have been added. Published content includes monthly business meeting minutes, employee recognition, job postings, and office closures.

Self-Insurance

The Department is responsible for reviewing employers' applications to be self-insured to verify it meets the qualifications and financial requirements to participate in the program. In FY26 the department processed 159 applications from employers seeking to be self-insured and collected $6,279,762 in self-insurance (SI) taxes. All applications were approved, and the total amount of SI taxes were transferred to the State Treasurer for credit to the General Fund.

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 FY26, the department administered 72 self-insured employers and 9 funds. Thirty-nine audits were conducted to monitor the financial stability of the self-insured employers and funds.

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 FY26, the Department processed over 43,000 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. Specific statistics for both types of proceedings are included below.

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 2,903 cases for Informal Conferences (medicals under $50,000) of which 2,157

were conducted. Fifty-five informal conferences were conducted by Commissioners during FY26.

Single Commissioner Hearings
During FY26 the department received, processed, and assigned 10,470 cases to the Commissioners' offices for docketing, of which 640 hearings were conducted.

Processing Time
The Commission constantly monitors the average number of days for processing a hearing request and docketing a hearing. The request is processed in an average of 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 FY26, the number of single Commissioner decisions appealed totaled 89. The Appellate Panels reviewed 61 cases, and 40 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 FY26, the Commission received 1,159 reports of mediation via the Form 70. Of those, 731 were resolved, 210 resulted in an impasse and 11 remained unresolved with pending issues. Four mediations occurred as a result of an Order by a Commissioner.

Insurance and Medical Services
Coverage and Compliance Division
In FY26, 59,872 accidents were reported to the Commission. This reflects a 2.75% increase in the number reported in the previous year. Of the total number reported, 32,812 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 2,438 which reflects a 0.33% decrease in the number reported last year.

Also during FY26, the Division caused 622 employers to obtain insurance coverage for approximately 3,681 previously uninsured workers. A total of $1,028,466 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. Eight hundred and seventeen cases were initiated for rule to show cause hearings, resulting in $104,458 fines being collected.
Wath
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. During the prior fiscal year, the Division responded to 112 formal disputes through the medical fee dispute process as well as responding to 2,865 stakeholder contacts.

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 FY26, the department processed 21,267 initial notices/termination of payments (Forms 15,15II, and 17), and 57,734 Carrier's Periodic Reports (Form 18). The Department processed 7,856 clinchers, 661 Form 16s, 268 third party settlements, 8,795 Form 61s. 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 prepared a PowerPoint to share with stakeholders for training purposes.

SC Vocational Rehabilitation
The Commission reviewed its reporting responsibilities pursuant to S.C. Code Ann. § 42-3-80. It began sending a list of the closed cases monthly beginning in December 2025 and no longer reports the outcome of the referrals. During FY26, 16,387 cases were referred to Voc Rehab for review and disposition.

Senate Legislative Oversight Committee
The Commission was selected for a Senate Legislative Oversight Committee (SLOC) Study in August 2025. The initial request for information was provided in October 2025. Data collection, institutional information gathering, and the preparation of legislative presentation materials will begin this fall as the Senate resumes the study.

Financial Report
The Commission's total annual operating budget for FY26 was $12,266,310, which included General Fund appropriations of $6,658,465 and $5,607,845 in authorization to spend in the Earmarked Fund.
In FY26, the Commission collected $3,356,784 in filing fees, fines and penalties, copy charges, and other charges to offset the annual operating cost to operate the agency. Hearing fees and filing violations continue to be the Commission's main revenue generators. As previously predicted, copy fees have continued to decrease because of the new e-file, e-view access. Appeal fees have also decreased commensurate with a decreasing number of appellate panel appeals (-22%). Hearing fee revenue also declined in FY 26 by approximately 1%.

The Commission posted $1,092,680 in total Earmarked Fund expenditures, approximately 1/3 of revenues. This was $677,239 less than FY25. The reduction was the result of a transfer of budgeted expenditures from the Earmarked Fund to the General Fund in FY26 to reduce the agency's carryforward balance.

In FY26, the Commission's two largest expenditures were payroll and employer contributions (PEBA, retirement contributions, and workers' compensation insurance). The agency spent $4,067,475 on payroll expenses and $1,756,218 on employer contributions. Contractual services and fixed charges and

contributions were also significant expenditures with $642,304 and $563,009 spent on those commitment items respectively.

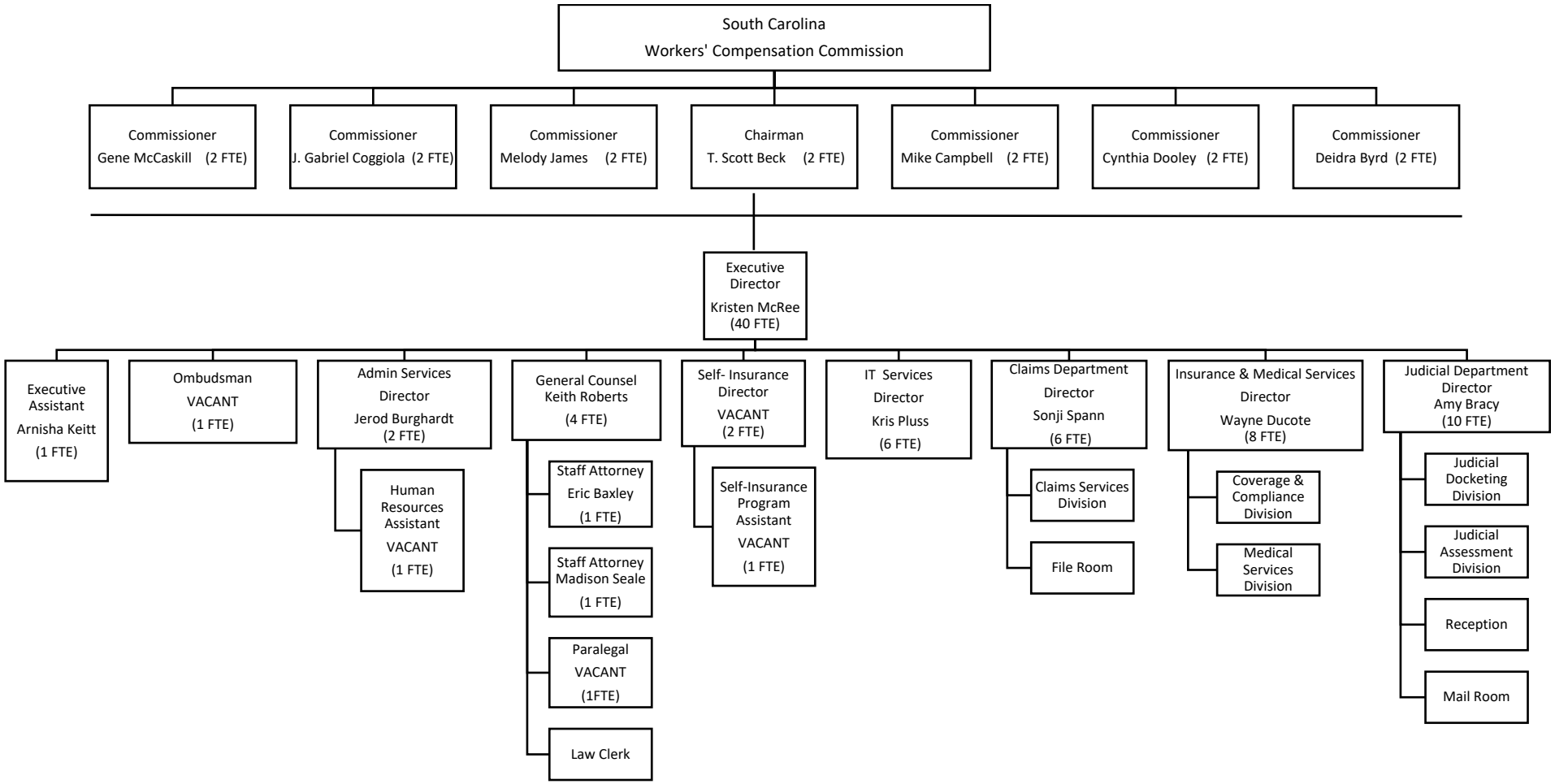
The Commission's highest expenditures for contractual services were expenses for the Department of Administration's Technology Services Division (DTO), court reporters, and security services. Likewise, fees to the Commission's parking vendor, Pro-Park, its landlord (Gallium), its technology lease for EDI, and insurance costs were the highest expenditures for fixed charges and contractual services. Payroll, parking, building, and software rent, technology costs, and insurance are critical expenditures that are unlikely to decrease in the next fiscal year.

Risk Assessment and Mitigation Strategies

During FY25, the Commission identified issues relating to staff attrition due to retirement. The Commission has consistently maintained a lean workforce. Several positions are the only position that perform specific job duties relating to forms processing, self-insurance, medical bill review, and scheduling. The Commission was established 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 injured workers and employers. During FY26, the Commission continued to address business continuity concerns by using the succession plans drafted during last reporting year to adjust workflows between departments to recruit for and hire additional staff, creating additional opportunities for cross-training of current employees while maximizing operational efficiency and maintaining budgetary expenditure levels.

In addition, the Commission's medical bill review process is outdated. South Carolina Code section 42-9-360(d) requires payment to an authorized treating provider in a timely manner but no later than 30 days from the date the authorized treating provider tenders a request for payment to the employer's representative, unless the Commission has received a request to review the medical bill. The current procedure provides for a second request for payment notification, review by the Commission's medical bill review analyst, and that payment consistent with the Commission's determination within 14 days of the determination. The Commission currently has no ability to fine non-compliant carriers who continue to withhold payment beyond the 14-day period. This has contributed to access to care issues within the workers' compensation system, frustrating a claimant's ability to receive treatment and an efficient resolution to their claim.

AGENCY NAME:	SC Workers' Compensation Commission		
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2026

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
Kristen	McRee	Executive Director	kmcree@wcc.sc.gov	803.737.5671

Secondary Contact

First Name	Last Name	Role/Title	Email Address	Phone

Agency Mission	Adopted in:
To provide an equitable and timely system of benefits to injured workers and employers in the most responsive, accurate and reliable manner possible.	1997

Agency Vision	Adopted in:
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.	2009

Recommendations for reorganization requiring legislative change:
None

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

Significant events related to the agency that occurred in FY2026

Description of Event	Start	End	Agency Measures Impacted	Other Impacts
No performance measures were affected.				

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?	Yes
Is the agency in compliance with S.C. Code Ann. § 1-23-120 (J), which requires an agency to conduct a formal review of its regulations every five years?	Yes
(End of Reorganization and Compliance Section)	

FY2026

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	8,287	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	The number of attorney fee petitions approved in a fiscal year depends on the number submitted by our 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	10	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	The number of discussions of higher court cases with the Commissioners depends on the number of decisions filed by the higher courts.
1.2.2	General Counsel - Provide legal counsel to individual Commissioners on specific cases	275	325	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**										**State Objective: Government and Citizens**			
1.3.1	Judicial - Monitor mediation program	800	854	1,290	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	2,157	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	Number of informal conferences conducted is related to the number of informal conferences requested by our stakeholders.

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
1.3.3	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**				
2.1.1	IMS Review all claims filed to ensure employer has proper insurance coverage	65,000	60,000	59,872	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	Number of claims reviewed depends on the number of filings submitted by our external stakeholders.
2.1.2	IMS Initiate and conduct investigation if coverage not found	2,000	2,000	3,167	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	817	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	

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
2.1.6	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	172,913	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	2,812	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	IT Legacy Modernization System upgrades (electronic filing for claim forms) have streamlined the filing process for our stakeholders reducing the number of late filings and corresponding fines collected.
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	159	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	39	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	Target was not met because of a vacancy in the department during Q1 of FY26.
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**			

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
2.5.1	IMS - Provide timely response to medical billing questions	900	800	2,865	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	Decision made to do only one training this year. Focus will shift to bite-sized learning for smaller modules next FY.
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	1,552	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	Number of stakeholder responses is determined by the number received. Only 1,552 stakeholder inquiries were received during the FY. All were answered.
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	2,283	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	23	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 are sent out as appropriate.
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%	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**										**State Objective: Government and Citizens**			
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	Metric met in prior FY.

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
4.1.3	IT - Determine next steps for development final system	100%	100%	80%	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	This is an ongoing process and will continue into FY27.
4.2	**Admin - Review financial activities conducted by Commission Staff**										**State Objective: Government and Citizens**			
4.2.1	Admin - Review financial activities conducted by Commission Staff	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%	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	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	Survey drafted but not sent to stakeholders.
4.5	**HR - Evaluate training needs for employees**										**State Objective: Government and Citizens**			
4.5.1	HR - Evaluate training needs for employees	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	

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
4.5.2	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	

Strategic Plan Development

as submitted for the Accountability Report by:

FY2027

R080 - WORKER'S COMPENSATION COMMISSION

Goal 1 Adjudication of Claims in a timely, efficient and fair manner

Goal 2 Compliance with statutes and regulations

Goal 3 Communication and Outreach

Goal 4 Process Improvement

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.1	**Comm - Approve Attorney Fee Petitions**								**State Objective: Government and Citizens**				
1.1.1	Comm - Approve Attorney Fee Petitions	8,300	8,500	Count	equal to or greater than	State Fiscal Year	Number of petitions	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0500.010000.000	
1.1.2	Comm - Single Commissioner Hearings Held	550	600	Count	Equal to or greater than	State fiscal year	Number of hearings held	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0500.010000.000	
1.1.3	Comm - Appellate Hearings Held	45	60	Count	Equal to or greater than	State fiscal year	Number of hearings held	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0500.010000.000	

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
1.1.4	Comm - Single Commissioner Decisions, Opinions, & Orders Issued	1,850	2,100	Count	Equal to or greater than	State fiscal year	Number of decisions issued	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0500.010000.000	
1.1.5	Comm - Appellate Orders Issued	65	80	Count	Equal to or greater than	State fiscal year	Number of decisions issued	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0500.010000.000	
1.1.6	Comm - Settlements Approved	8,500	9,000	Count	Equal to or greater than	State fiscal year	Number of settlements approved	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0500.010000.000	
1.2	**General Counsel - Conduct legal review higher court decisions with Commissioners**								**State Objective: Government and Citizens**				
1.2.1	General Counsel - Conduct legal review higher court decisions with Commissioners	10	10	Count	equal to or greater than	State Fiscal Year	Number of reviews	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	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	
1.2.4	General Counsel - Single Commissioner orders or order instructions drafted by staff	45	50	Count	Equal to or greater than	State fiscal year	Number of orders and instructions drafted	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	

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
1.2.5	General Counsel - Draft Appellate Panel Orders	45	60	Count	Equal to or greater than	State fiscal year	Number of appellate orders drafted	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	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	0500.050000.000	
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	0500.050000.000	
1.3.3	Judicial - Develop business continuity for Informal Conference Program	100%	100%	Percent complete	Complete	State Fiscal Year	Target number of stakeholder agencies to benefit from information, determine best method of communication, and develop schedule for implementation	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, insurance carriers, claimants	0500.050000.000	
1.3.4	Judicial - Review and process single commissioner Hearing Requests (claimant & defense pleadings)	9,000	10,000	Count	Equal to or greater than	State Fiscal Year	Number of hearing requests processed	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, and employees	0500.050000.000	
1.3.5	Judicial - Review and process requests for Commission Review (Form 30s)	75	85	Count	Equal to or greater than	State Fiscal Year	Number of appeals processed	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, and employees	0500.050000.000	

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
1.3.6	Judicial - Process motions	1,000	1,900	Count	Equal to or greater than	State fiscal year	Number of motions processed	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, and employees	0500.050000.000	
2.1	**General Counsel - Schedule & Docket Rule to Show Cause Hearings**									**State Objective: Government and Citizens**			
2.1.1	General Counsel - Initiate legal proceedings to compel coverage	900	500	Count	Equal to or greater than	State fiscal year	Number of Rule to Show Cause Hearings held	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	
2.1.2	General Counsel - Respond to Subpoenas	50	70	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	employers, insurance carriers, adjusters, attorneys, paralegals, and employees	0100.000000.000	
2.1.3	General Counsel - Respond to FOIA Requests	8	12	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	employers, insurance carriers, adjusters, attorneys, paralegals, and employees	0100.000000.000	
2.1.4	IMS Review all claims filed to ensure employer has proper insurance coverage	65,000	60,000	Count	Equal to or greater than	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	1002.000000.000	
2.1.5	IMS Initiate and conduct investigation if coverage not found	2,000	2,000	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	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	1002.000000.000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
2.1.6	IMS Partner with outside resources to obtain data to assist compliance investigations	4	4	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	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	1002.000000.000	
2.1.7	IMS Conduct review of Compliance Program to ensure equity of fines assessment	100%	100%	Percent complete	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	1002.000000.000	
2.1.8	IMS - Number of investigations closed	2,000	2,500	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	agency, Dept of Admin	1002.000000.000	
2.1.9	IMS Medical bill disputes reviewed	80	110	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	insurance carriers, employers, medical service providers, & claimants	1002.000000.000	
2.1.10	IMS Medical bill disputes resolved	80	110	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	insurance carriers, employers, medical service providers, & claimants	1002.000000.000	
2.1.11	IMS respond 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	insurance carriers, employers, medical service providers, & claimants	1002.000000.000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
2.1.12	IMS - Update medical fee schedules	3	3	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	insurance carriers, employers, medical service providers, & claimants	1002.000000.000	
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	1503.000000.000	
2.2.2	Claims - assess fines for violation of claims forms and reports required filing	2,000	2,600	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	1503.000000.000	
2.3	**Self-Insurance accept, review and process applications for employers to self-insure**								**State Objective: Government and Citizens**				
2.3.1	Self-Insurance accept, review and process applications for employers to self-insure	100	130	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 audit all self-insured employers for financial compliance	20	35	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	
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**				

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
3.1.1	Admin, Exec Staff - Conduct Claims Administration workshops for stakeholders	1	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	
3.1.2	Admin, Exec Staff - explore alternate methods for presenting Claims workshop	100%	100%	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	1,000	1,500	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	
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	20	30	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	1002.000000.000	
3.2.5	Admin, Comm - Convene ad hoc focus groups to discuss proposed changes	100%	100%	Percent complete	Complete	State Fiscal Year	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**								**State Objective: Government and Citizens**				
4.1.1	Implement Phase 3.0	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	Number of Help Desk Tickets that were created by the IT Team.	950	1,165	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
4.1.3	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	
4.1.4	Facilitate Claimant and Defense online filings	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	
4.1.5	Facilitate online payments	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	
4.1.6	Maintain utilization of online FROI & SROI submissions via Verisk (EDI 3.0)	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**				
4.2.1	Admin - Review financial activities 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	
4.3	**HR - Review process improvements through attrition/succession planning**								**State Objective: Government and Citizens**				

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
4.3.1	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	
4.5	**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	

Budget Data

2026

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.	$ 1,951,620.00	$ 964,502.00	$ -	$ 2,916,122.00	$ 1,763,956.00	$ 1,315,333.00	$ -	$ 3,079,290.00
0500.010000.000	Commissioners	Salary, fringe, and operating expenses for Commissioners and their Administrative Assistants.	$ 2,595,137.00	$ 76,742.00	$ -	$ 2,671,879.00	$ 2,538,247.00	$ 163,900.00	$ -	$ 2,702,147.00
0500.050000.000	Management	Salary, fringe, and operating expenses for an employee assigned to the Judicial staff to process documents for disputed claims.	$ 836,473.00	$ 22,959.00	$ -	$ 859,432.00	$ 740,202.00	$ 19,600.00	$ -	$ 759,802.00
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.	$ 527,247.00	$ 27,534.00	$ -	$ 554,781.00	$ 729,752.00	$ 71,943.00	$ -	$ 801,694.00
1503.000000.000	Claims	Salary, fringe, and operating expenses assigned to the Claims Department to review required documents related to claims.	$ 477,557.00	$ 943.00	$ -	$ 478,500.00	$ 481,313.00	$ 60,093.00	$ -	$ 541,406.00
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

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
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

2026

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 FY2026
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	Amended
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

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2026
Proviso 74.2	State	FY24-25 Proviso	Authority to retain and expend revenues collected from the $50 filing fee for hearings, settlements or motion.	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
SC Appellate court Rule 241,	State	Statute	Rules of appellate practice	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 1, Chapter 23	State	Statute	Authority of Commission for rule making and adjudication of contested cases	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 38, Chapter 1 and Chapter 7	State	Statute	Title and Definitions of Insurance, insurance fees and taxes, and fraud	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2026
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 FY2026
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	Amended
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
Proviso 74.3	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	No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2026
S.C. Code Regs. 67-206	State	Regulation	Revises the existing regulation to clarify the manner in which an injured worker files a claim	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	Amended
S.C. Code Regs. 67-1507	State	Regulation	Revises the existing regulation to provide the manner in which an employer or their representative may request the return of a security paid to the Commission after a self-insurer defaults on their obligation to pay benefits under the Workers' Compensation Act	Not related to agency deliverable.	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	Amended

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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 FY2026	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, vendors, insurance carriers, and employers	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	

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 FY2026	Summary of changes to services
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	
scheduling and conducting informal conferences	External Stakeholders	Attorneys, employers, insurance carriers, medical services prvoiders, claimants	claimants and attorneys	Judicial	adjudication of claims	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	Add	New data metric reported by the Commission
processing settlements	External Stakeholders	Attorneys, employers, insurance carriers, medical services providers, claimants	claimants	Claims	adjudication of claims	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	Add	Inadvertently omitted in prior reports

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 FY2026	Summary of changes to services
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

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 Administration	MOA for financial administrative services	No Change
State Government	SC Department of Employment and Workforce	Data sharing to determine employers insurance coverage requirement	No Change
State Government	SC Department of Vocational Rehabilitation	Data sharing to provide referrals for claimants	No Change
State Government	SC Department of Vocational Rehabilitation	Use of facilities to conduct hearings	No Change
State Government	SC Division of Technology	contract services for technology 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

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Reports Data

as submitted for the Accountability Report by:

R080 - WORKER'S COMPENSATION COMMISSION

Report Name	Law Number (if applicable)	Summary of information requested in the report	Date of most recent submission DURING the past fiscal year	Reporting Frequency	Type of entity/entities	Method to access the report	Direct access hyperlink or agency contact (if not provided to LSA for posting online)	Changes to this report during the past fiscal year	Explanation why a report wasn't submitted
Accountability Report	S.C. Code 1-1-820	Departments mission, objectives, performance measures	September-25	Annually	South Carolina state agency or agencies	Provided to LSA for posting online	Kristen S. McRee, Executive Director, kmcree@wcc.sc.gov	No Change	
Fines & Fess Report	Proviso 117.69	Revenues collected from various sources	September-25	Annually	South Carolina state agency or agencies	Electronic copy available upon request	Kristen S. McRee, Executive Director, kmcree@wcc.sc.gov	No Change	
Recycling Report	S.C. Code Ann. 44-96-140(B)	Amount of recyclable materials generated by the agency	August-25	Annually	South Carolina state agency or agencies	Available on another website	Kristen S. McRee, Executive Director, kmcree@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-25	Annually	South Carolina state agency or agencies	Available on another website	Kristen S. McRee, Executive Director, kmcree@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-25	Quarterly	South Carolina state agency or agencies	Electronic copy available upon request	Kristen S. McRee, Executive Director, kmcree@wcc.sc.gov	No Change	

AGENCY NAME:	Workers' Compensation Commission		
AGENCY CODE:	R080	SECTION:	74

2026
Accountability Report

SUBMISSION FORM

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

- Data Template
  - Reorganization and Compliance
  - FY2026 Strategic Plan Results
  - FY2027 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:** 09/15/2026
(TYPE/PRINT NAME):	Kristen S. McRee, Executive Director	

BOARD/CMSN CHAIR *(SIGN AND DATE)*:	**SIGNATURE ON FILE**	**Signature Received:** 09/15/2026
(TYPE/PRINT NAME):	T. Scott Beck, Chairman	