

VWVC

Quarterly Report

JAN, FEB, MAR **2018**



Q1

January

February

March

April

May

June

July

August

September

October

November

December

Disclaimer:

This report portrays metrics for the 1st quarter of 2018
(January, February, March).

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#WEWORKASONE

Mission, Vision, Core Values

Mission

To serve injured workers, victims of crimes, employers and related industries by providing exceptional services, resolving disputes and faithfully executing the duties entrusted to us by the Commonwealth of Virginia.

Vision

Lead the nation as the most effective and innovative state agency.

Core Values



Accountable

Required to explain actions or decisions.



Effective

Successful in producing a desired or intended result.



Impartial

Treating all people and groups equally.



Innovative

Introducing or using new ideas or methods, in order to better serve our customers.



Integrity

The quality of being honest and objective; conduct that is of the highest moral character.



Reliable

Consistently able to be trusted to do or provide what is needed.



Respectful

Marked by or showing respect or reverence at all times.

Executive Director Update

Administration

Administration and finance policies continue to be updated. The Employee Recognition policy has been approved; the Crisis Response for Headquarters and Telework policies are under development.

Claims Services

A proposed new Claim for Benefits form has been developed for review and approval by the Commission. It is anticipated that this form will be approved in 2018 by the Commission.

Correspondence Management

The department is looking to archive and automate all Commission Meeting minutes; a research and design automation effort has begun on this project.

EDI - Quality Assurance

New training aides continue to be developed and communicated in response to the needs of various stakeholders.

Financial Services

The 2018 Approved Tax Rates and Budget was implemented on January 1; the requirements to execute the purchase option for new Headquarters are underway.

Human Resources

The EAW Committee has planned various activities to celebrate Team VWC during the week of May 7th; the luncheon will be held at the Hotel John Marshall.

Information Systems

The desktop refresh process was executed with replacement desktops and laptops installed and operational.

Insurance

Insurance investigations statewide continue to be planned and implemented. Compliance efforts have resulted in increased coverage for uninsured employers and/or penalties being assessed. A new administrative review and dispute process was developed and implemented for uninsured employers.

Executive Director Update

Judicial

Various successful global mediations have occurred and hundreds of claims were settled. Canons of Judicial Conduct for Deputy Commissioners were established and approved by the Commission. March was Mediation Month and a weekly newsletter and various ADR activities were held.

Medical Fee Services

FAQs on the medical fee schedule are developed and posted on the website. All Team Members have been trained in medical coding and billing requirements. A 2018 statewide training plan has been developed. The medical fee schedule went live on January 1.

Outreach Services

Marketing/branding initiatives were developed for new Headquarters and to recognize VWC's Centennial. The 2018 Educational Conference planning effort is underway for the October 17-18 meeting. An Open House/Centennial Kick-Off was conducted for New Headquarters and VWC.

Project Management

The 2018 release processes were reviewed by the Leadership Team as well as a review of the ticket process. New Headquarters punch list items are being completed. The purchase option for new headquarters and the various administrative and legal processes for execution are underway with an early June close date planned.

Virginia Victims Fund/Criminal Injuries Compensation Fund

The federal audit of the grant allocated to CICF is underway. A new Director will be hired in early 2nd quarter, 2018.



Evelyn V. McGill
Executive Director

VWC Management Philosophy

VWC's management philosophy is the set of shared beliefs and attitudes used in daily operations, strategic planning, and all the activities at the Commission. Management's philosophy is reflected in the VWC core values, policy, oral and written communications, and decision making. Management makes a huge statement to employees with their everyday actions. Often, these actions are taken to heart more so than words.

Exhibiting VWC's Management Philosophy

JANUARY

- ADR received comments from a speaker at the VA Bar Association Meeting, stating "the mediators and ADR staff all exhibit a team spirit." Also, a Court of Appeals Judge commented, "If it can be settled, it will settle by the Commission's ADR Department."
- HQ building issues caused a systems shutdown and backlog of processing for Outbound Mail. Daily, this Team processes approximately 8,000 documents. Once the system was brought back on line, their work tripled.

FEBRUARY

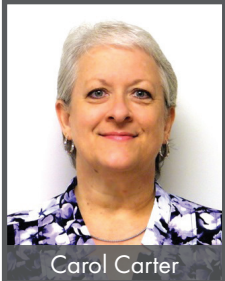
- **Carol Carter**, Claims Services Analyst, CSD: "Seeing the homeless people outside in the cold, in person, struggling for the basics of warmth and food, has been an eye opener. But for the grace of God go we." Carol recommended to the Community Services Committee a donation drive to assist the organization, Shepherd's Way Relief Center, that serves these individuals.
- **Helen Conley**, Systems Analyst, has exhibited highly effective and reliable work in assisting the Centennial Committee with the planning and reporting of various activities for the VWC's 100th Anniversary. She is always quite calm and thorough and ensures that the Committee is accountable to Team VWC in planning a successful Centennial via her strong project management skills.
- **Andrea Lee**, Deputy Commissioner, executed the idea and plan for an innovative activity for the 100th Anniversary/Centennial, the Essay Contest. She designed the notification to Team VWC on what was happening during 1918-1919 and helped the Centennial Committee to initiate the start of VWC's 100th Anniversary with an innovative essay contest, publicized to all of VWC.

MARCH

- **Brian Kelly**, Help Desk Technician, was awarded the Citizenship Award for being one of the most helpful in IS. A computer of one of our employees crashed and all of the spare computers were packed away between old and new Headquarters. Brian realized that the employee's need for a computer was critical and searched and found a spare. He worked late, beyond the end of the day, to transfer the data to the spare and re-encrypted the data while he was serving other employees' requests in parallel.
- **Debbie Coleman**, Office Coordinator, Roanoke Regional Office handled a major security incident. Debbie responded swiftly, ensuring everyone's safety, alerting her supervisor matter and explaining in detail the incident to superiors and law enforcement.
- **Jerry Jones**, Administrative Assistant to the Executive Director, and **Jody Jiral**, Deputy Commissioner Secretary, provided highly effective work in assisting in the planning of the requirements for the HQ Open House/Centennial Kick-Off. They researched caterers and coordinated the Move Ambassadors, who also provided strong assistance during the event.
- **Terek Hagans**, OSD Marketing Associate, was very instrumental in developing signage for various locations throughout HQ. In addition to his normal work duties, he designed all of the signage in the Clerk's office, break rooms, and the Mission/Values signs. Terek worked on designs after work hours and some weekends to make sure the building had a "finished" look.

VWC Management Philosophy

#WEWORKASONE



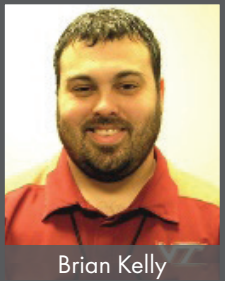
Carol Carter



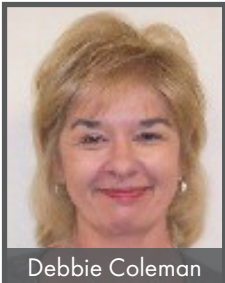
Helen Conley



D.C. Andrea Lee



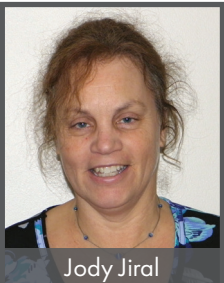
Brian Kelly



Debbie Coleman



Jerry Jones



Jody Jiral



Terek Hagans

Administration - Goals

Serves as the lead administrative unit for VWC and ensures the agency's mission is achieved.

1. Provide overall policy implementation, direction and guidance to all Commission departments.

- The Employee Recognition policy was reviewed, updated and approved. The policy was disseminated to all of VWC to ensure that employee updates were provided on this policy.

2. Constantly seek to improve the leadership strategy and day-to-day operations.

- New membership for the Leadership and Career Development Council was reviewed and approved for 2018.
- The Leadership and Career Development Council will establish new initiatives for employee growth/development.
- Strong examples of employees exhibiting the Commission's core values are included in the Executive Director's Bi-weekly Update Report and are highlighted during Commission Meetings.
- A book club for key leaders, under the auspices of the Leadership and Career Development Council has been organized; Crucial Conversations is the book being read and discussed, with the goal of enhancing leadership and communications.
- Suggestions from employees are reviewed and implemented where possible.

3. Provide update reports on key initiatives tied to the Commission's core values.

- Various videos have been developed and will continue to be delivered to employees on key VWC initiatives.
- The Bi-Weekly Executive Director's Update Report is provided to the Commission and Leadership Team for discussion with their Teams.

4. Enhance the quality of employment and professional development for our staff.

- Open communications on various issues are welcomed via the suggestion box.
- The Community Services Committee held a supply drive for the Shepherd's Way Relief Center and plans to serve meals to the homeless through this organization.
- A new Richmond Headquarters was established, providing a state of the arts work environment, strong security and a healthy, positive employee experience.

5. Ensure the safety and security of our employees, facilities and systems.

- An ongoing partnership with the Capitol Police is in place with security awareness training being planned.

6. Obtain 100% compliance with VITA's Commonwealth Security Report submitted to the Governor.

- The VITA auditing service report reflected +100% compliance with all Information security requirements of the COVA. Security awareness training (MOAT) was delivered to VWC; additional security awareness training is being planned and/or delivered.

Administration

Accountable

- Top Ten Front Burner Report is published in the Commission's Currents Newsletter, informing employees of major Commission issues and initiatives, keeping everyone informed on day-to-day operations.
- The Quarterly Highlights Report is disseminated to all employees, providing reports on each operating unit for the month, highlighting key initiatives.

Effective

- The VWC's new state of the art Richmond Headquarters was relocated to 333 E. Franklin Street in Richmond, Va.

Impartial

- Employees exhibiting core values are highlighted in the Bi-Weekly Report to the Commission, recommended for Above and Beyond Awards and Citizenship Awards.
- An EAW Committee was organized with representatives from most department planning the 2018 celebration and recognition of Team VWC.

Innovative

- The Community Services Committee conducted various programs including volunteer services to the homeless.
- Employees assisted in the Open House and Centennial Celebration Kick off for New Headquarters.
- A medical fee schedule tool is being tested to assist partners in determining fees for medical services as noted in the schedule

Integrity

- The Commission's Code of Ethics is reiterated with all employees during the annual evaluation process.
- Employees exhibiting strong core values are highlighted in the Bi-Weekly Update Report.

Reliable

- Several employee suggestions continue to be implemented as submitted via the suggestion box.
- The Medical Fee Schedule was implemented as required on January 1, 2018.

Respectful

- A Citizenship Awards display is featured in new Headquarters, with photos by month of the winners.
- Several awards were made to various Team members for their strong work in the design of, and move to, new Headquarters.

Alternative Dispute Resolution - Goals

Provides an expeditious and efficient alternative to litigation for the resolution of Workers' Compensation disputes.

1. More efficiently facilitate and mediate resolution of specific issues and claims.

- Successful global mediation of 150 health care provider claims conducted by Deputy Commissioner Lynne Ferris and ADR Sr. Specialist Marina Mayes on March 27, 2018.
- Over **268%** increase in Q1 2018 IF and IM events over Q1 2017.

2. Offer voluntary full and final mediation in a timely manner to meet public demand.

- **35%** increase in Q1 2018 FFM events over Q1 2017, while meeting public demand with no wait lists.
- On February 28, 2018 Deputy Commissioner Temple Mayo conducted a mediation involving a quadriplegic and 13 other persons in Atlanta, Georgia, resulting in full and final settlement of the claim.

3. Continue training of ADR mediators/staff to maintain the highest quality services within ethical guidelines mandated by the Supreme Court of Virginia.

- Two mediators' meetings were held. Agenda topics included the use of the Medical Fee Schedule, neutral evaluation in mediation, Medicare issues, and a presentation by Deputy Commissioner Dana Plunkett on validation theory.
- The Virginia Workers' Compensation American Inn of Court received approval for Continuing Mediation Education credit from the Supreme Court of Virginia for a presentation on "Settlements and Medicare Issues" presented by Deputy Commissioner Debbie Blevins and attorneys John Cattie, Jr. and Kari Lou Frank at its March Conference.
- A sampling of comments about our mediators and facilitators:
 - An attorney reported that in a complicated case, with legal and factual issues, Deputy Commissioner Linda Slough did a "great job," and that she was persistent and patient.
 - After two separate Issue Mediations in February, parties reported that Staff Attorney Lauren Hill was excellent.
 - A claimant's wife reported that ADR Jr. Specialist Keven Robinson was understanding, very helpful, and "made you feel like you were a person and you mattered."

4. Continue networking with ADR staff in other states to maintain the highest quality program.

- IAIABC and NAWCJ plan to present a Mediators' College in conjunction with the IAIABC Convention in Williamsburg, VA in 2018.

5. Better serve citizens of Virginia by offering ADR services and leadership where appropriate.

- Deputy Commissioner Debbie Blevins chaired meetings of the Special Committee to Study Appellate Mediation in Virginia in Richmond.
- The ADR Department celebrated March is Mediation Month, as proclaimed by Governor Ralph Northam.
- On February 7, 2018 ADR Consultant/Mediator Claudia Farr was elected Secretary of the Joint ADR Committee of the Virginia State Bar/Virginia Bar Association.

Case Referrals

3,842 OPENED

3,600 ISSUES CASE REFERRALS

242 FULL & FINAL CASE REFERRALS



Issue Facilitations

Over **45%** resulted in settlement of all or some of the issues.

Issue Mediations

Over **70%** resulted in settlement of all or some of the issues.

Full & Final Mediations

Over **85%** Full & Final Mediations resulted in settlement.

<p>1,579 Events Held</p> <p>1416 ISSUE MEDIATIONS/FACILITATIONS 162 FULL AND FINAL MEDIATIONS 1 ORIENTATION SESSION</p>	<p>CALENDAR</p> 	<p>ADR CASPER Tasks </p> <p>13,573 COMPLETED</p>
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208% INCREASE IN ADR EVENTS
COMPARED TO 1ST QUARTER OF 2017



Claims Services - Goals

Involved in various transactions of claim life cycle and assist many interested parties with various workers' compensation issues.

1. Work closely with all departments to ensure prompt claims resolution.

- Continued to work closely with ADR in the handling of a large volume of medical provider claims resulting in one expansive mediation effort on the issue.
- Continued to work closely with EDI in the managing and monitoring of the variance process.
- Worked with Judicial on identifying those cases involving Guarantee Insurance Company as an insolvent insurer.

2. Continuous review of CSD procedures to ensure a streamlined claims/awards process.

- Claim for Benefits/Request for Hearing form under review/revision.
- Bi-weekly meetings with Systems Analyst to rank tickets and document any issues with CASPER.
- UEF RFP issued.

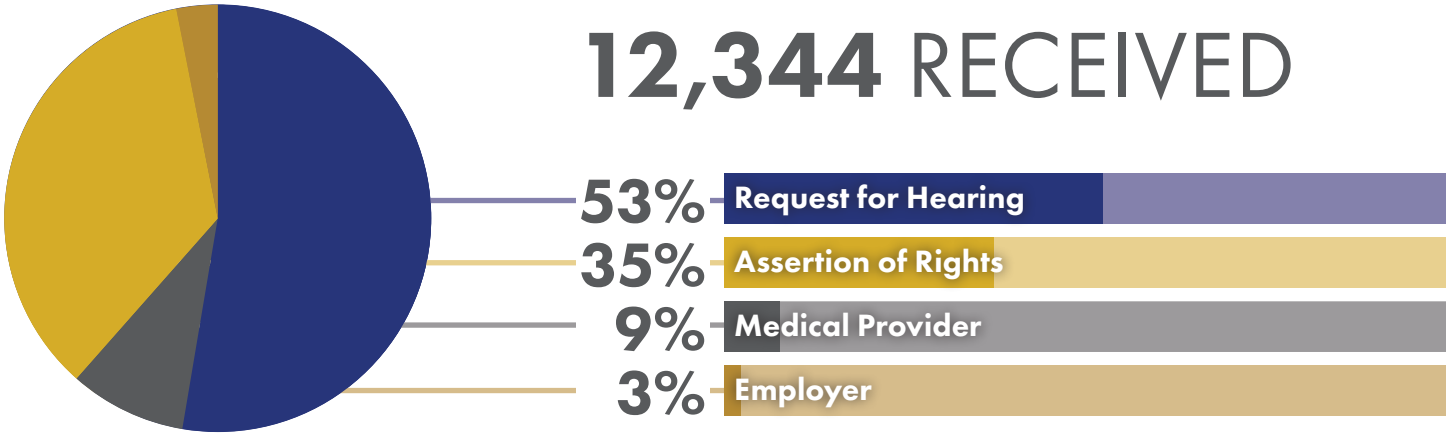
3. Continuously develop and deliver an awards/calculation training program for both internal and external customers.

- COLA refresher training provided to CSD staff.
- CSD Claim Services Technical Liaison:
 - traveled to offices of various stakeholders.
 - provided PowerPoint presentation and training on awards/agreements processes.
 - provided training to internal staff.

4. Maintain a high level of employee morale by promoting and encouraging team building opportunities with continued emphasis on the agency's Mission, Vision and Values.

- CSD Assistant Manager participated in Video Conference System training.
- CSD Assistant Manager participated in VWC Initiatives Roadmap planning.
- CSD Assistant Manager participated in Records Retention Phase 2 planning.
- CSD staff continue to work on the Centennial Committee.
- CSD Assistant Manager assisted the Clerk's office with interviews for Evidentiary Hearing Clerk.
- CSD Assistant Manager participated in identifying Enterprise tickets for the next release.
- CSD Manager, Assistant Managers and Team Leaders participated in a Professional/Personal Development Book Club.

CASPER Claims/Applications



Completed Tasks

14,659 PROCESSED



Printed Award Orders



Correspondence Management - Goals

In-house document management department with full service mail and scanning functions.

1. Continue new retention schedule to reclassify current files stored at the Library of Virginia (Files Reviewed)

- CMD staff reviewed 1,512 files for appropriate file retention disposition during the first quarter of 2018.

2. Strive to maintain Lowest cost for outgoing correspondence by continuing to research and implement cost savings measures (Total 1st Class Pre-sort Postage Costs Savings)

- CMD Outbound Mail continues to take advantage of First Class pre-sort postage savings. Pre-sort postage cost savings during the first quarter of 2018 amounted to \$39,571.94.

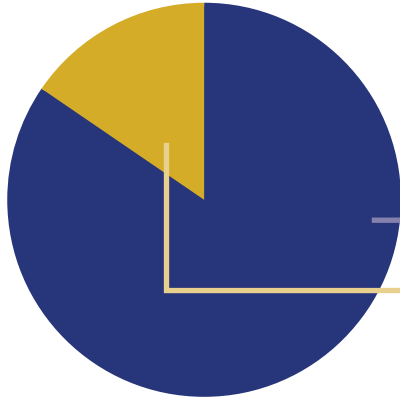
3. Strive to effectively and efficiently manage incoming priority correspondence within 24 hours of receipt (Average completed within goal)

- On average, CMD, through the first quarter of 2018, identified **94%** of all priority correspondence within 24 hours of receipt.

4. Distribute tasks/documents/files accurately and efficiently to Commission Departments/employees for review and action (Accuracy)

- CMD distributed documents/files to Commission Departments for review and action with a first quarter 2018 accuracy rating of **99.6%**.

Outbound Mail



536,586 VOLUME

\$216,938 COST

\$39,572 PRE-SORT SAVINGS

Incoming Documents

33,064 TOTAL

9,994 FAXES

7,935 RETURNED MAIL



Production Output

2,109,685 PRINTED PAGES

201,977 SCANNED PAGES

95,062 COMPLETED TASKS

Top 5 Printed Documents

- Notification of Injury to All Parties
- WebFile Claimant PIN Notification
- Notification of Clt Address Change
- Judicial Order
- Second Notification of Rights

Courier Costs

\$528.39 

iProcurement

\$6,635

Paper

\$4,673

Envelopes

\$2,036

Misc/FY'18 Budgeted Items

+ **\$1,362**

Postage Meter Ink

\$14,706 SUPPLY COST

EDI - Quality Insurance - Goals

Maintains standards and enforces compliance for employers, carriers, and claim administrators that report workplace accidents to VWC.

1. Provide excellent customer support by responding to EDI support requests and tracking common issues.

- Continue to respond to phone and e-mail inquiries within 24 hours.

2. Provide education and outreach to VWC trading partners to assist them in understanding Virginia's EDI program and requirements.

- Answer questions via phone calls and emails.

3. Monitor and enforce EDI compliance and data quality through proactive and regulatory means.

- Issued 83 penalties/fines in Quarter 1 to companies not in compliance.

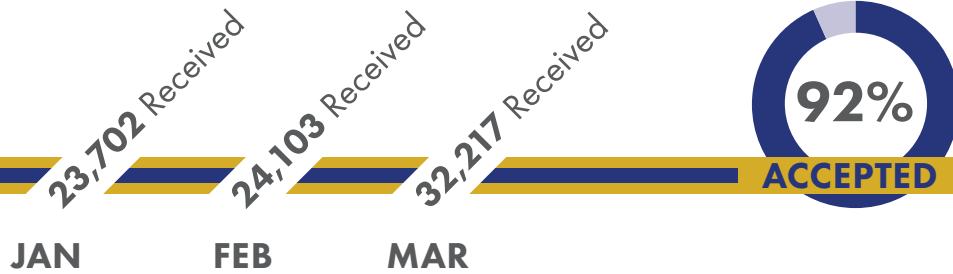
4. Continue to monitor our overall EDI program and CASPER functionality related to our EDI program.

5. Oversee, maintain and further develop the Commission's EDI program.

- Continued to participate in the monthly IAIABC EDI Claims Committee conference calls to discuss changes to the EDI Standard.

FROI Submissions

80,022 RECEIVED

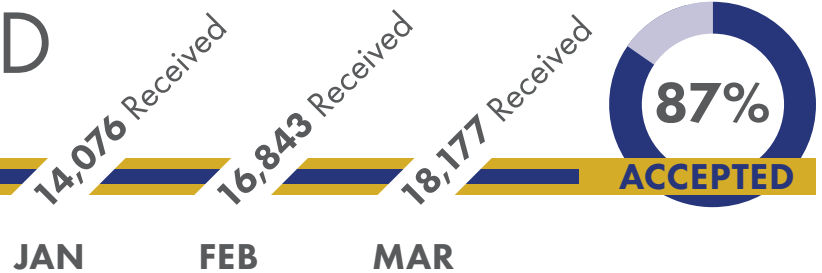


2,804 LATE FROI SUBMISSIONS

FROI Submission is considered to be late 30 days from the date the Claim Administrator knows of the accident.

SROI Submissions

49,096 RECEIVED



Open Flagged Transactions

31 ISO accepted transactions that are under review due to discrepancies and have not been entered into CASPER.

Penalties and Fines Issued

83 PENALTIES
\$20,750 FINES

CASPER Tasks

20,380 Completed
8,120 Outstanding



Financial Services - Goals

Responsible for financial transactions including revenue collection, budget administration and purchasing.

1. Successfully and accurately assist with Cardinal Payroll design, build and testing for VWC in partnership with the Cardinal team. Cardinal Payroll final implementation for VWC is scheduled for 2019 (Second Wave).

- FSD has attended all Cardinal Payroll implementation meetings and completed all required tasks due to date.

2. Successfully and accurately finish and implement a Commission Financial Accounting System that includes Self Insurance, Accounts Receivable, Collections and Tax. Enhancements with other modules may follow in 2019.

- The recommended option for the Financial System is to develop in-house with a combination of VWC staff and contract staff. Initial estimate is one year from start of development to implementation. Primary applications are Accounts Receivable, Tax Assessment and Voucher Register. PMO and IS moved into the development phase and FSD User Acceptance Training has begun on the applications produced to date. All indicators favorable. IS efforts to keep current FSD applications functional until replacement have been successful.
- The Self-Insurance Financial Operating System (SIFS) has completed one full operating year as of January 2018. The year included a quality review of SI data for active SI's, availability and Commission support of all SI data in Master Data and the set-up of a "SYNC" with SI data and CASPER. The "SYNC" set-up was part of the November 2017 release with PMO and IS anticipating full implementation by December 2018.

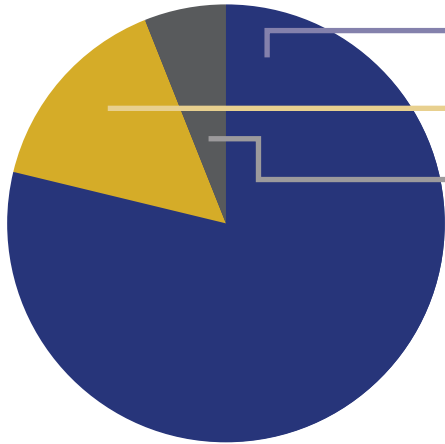
3. Purchase the new headquarters building and implement effective and efficient operations, maintenance, security and emergency procedures and plans.

- All VWC departments have moved into and are operating in the new headquarters location. Purchase of the building is scheduled for the first part of June 2018.
- Requests for a budget amendment for appropriation of funds has been completed.
- Awaiting the appropriation and approval of budget amendments by the Department of Planning and Budget.
- Crisis action plan is in a draft state and has been presented to the Leadership Team. The document will then go to the full Commission for approval.
- RFP for a vendor to oversee the operational and maintenance functions of the building has been distributed. Responses are due back April 19th.
- Active Shooter training for all staff will be scheduled for the second quarter of 2018.
- A complete facilities assessment will be conducted in the second and third quarters of 2018.

4. Successfully implement Self Insurance Webfile (SI Webfile).

- The PMO and IS team are on target to release the first phase of SI Webfile June 2018 (6.6 release). This phase will allow SI Stakeholders to initiate an account management set-up and review information they have reported into the Commission which is housed as our official record for coverage verification purposes.

Expenditures



\$9,857,230 ADMINISTRATIVE

\$1,900,837 VVF (OFFICIALLY CICF)

\$754,632 UEF

- 1,645** AP/Expense/Journal Vouchers Processed
- 764** Purchase Card Transactions
- 173** Purchase Orders Issued

Revenues

ADMIN. REVENUE: \$32,160,441

UEF REVENUE: \$2,791,044

CICF REVENUE: \$2,272,569

Checks Processed: 2,763

CICF Credit Card Transactions: 163

2018 Tax Revenue Collected

TOTAL TAX REVENUE: \$34,507,903

ADMIN. FUND: \$31,951,794

UEF: \$2,556,109

Vendor Maintenance

VENDORS/CLAIMANTS TO DATE

2,024 | **1,562** CLAIMANTS
TOTAL | **462** VENDORS

VENDORS/CLAIMANTS ENTERED

171 | **143** CLAIMANTS
TOTAL | **28** VENDORS

UEF Recoveries

\$66,694

Fine Payments Received

\$333,934

Human Resources - Goals

Oversees VWC HR policies, compensation, recruitment, training, and benefits.

1. Continually review and revise HR Policies.

- Reviews of the policies continue.
-

2. Continually monitor the new TimeStar® application.

- Configuration of TimeStar®.
 - Testing reports continue.
 - Working on guidelines to streamline the process and be in compliance for audit purposes.
-

3. Continually administer all HR programs with appropriate implementation and documentation.

- ARMICS compliance planning and execution.
 - Continuance of Recognition and Performance Planning Programs.
-

4. Work with Payroll and prepare for the implementation of the Cardinal project.

Agency Staff Updates



8 WAGE EMPLOYEES | **7** NEW HIRES | **4** PROMOTION | **0** TRANSFERS
6 SEPARATIONS

Job Posting Status

0 ACTIVE POSITIONS **4** POSITIONS TO BE POSTED **1** OPEN POSTING
7 SCREENINGS **23** INTERVIEWS HELD

Training Sessions

2 EMPLOYEES TRAINED ON TIMESTAR
2 NEW EMPLOYEE ORIENTATIONS



CONSULTATION/TRAINING TO EMPLOYEES PER REQUEST ON EMPLOYEE SELF-ASSESSMENTS, EDUCATIONAL ASSISTANCE, TRAVEL REIMBURSEMENT PROCESSES, THE VIRGINIA LEARNING CENTER; MOAT

Recognition

52 HIGHLY COMMENDABLE FORMS PROCESSED
50 PERFORMANCE EVALUATIONS
47 ABOVE & BEYOND AWARDS PRESENTED



Information Systems - Goals

Team that designs, implements and maintains all technology systems utilized by the VWC.

1. Provide support that enables CASPER/Wendy to successfully function at least 99.5% of the time.

- Overall Application up-time is **99.99%**. Business Hours (8:00 am - 5:30 pm) up-time is **99.97%**.

2. Provide support that enables the WebFile application to successfully function at least 99.7% of the time.

- Overall Application up-time is **99.99%**. Business Hours (8:00 am -5:30 pm) up-time is **99.97%**.

3. Provide Help Desk support so that at least 80% of the outage footprint tickets are resolved within 4 hours or less.

- **100%** of the outages managed by IS had service restored within 4 hours or less.
 - YTD: **100%** (7 of 7 total outages) have been resolved within 4 hours or less.
 - 1st Quarter: **100%** (7 out of 7 total outages) were resolved within 4 hours or less.

4. Provide Help Desk support so that at least 75% of the standard footprint tickets are resolved within 2 days or less.

- **81%** of standard tickets have been resolved within 2 days or less.

5. Complete Desktop and Kofax Scanner Refresh by June 1, 2018.

- **100%** complete before April 1, 2018.

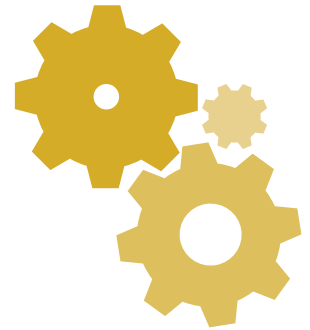
Release Tickets

9 SOFTWARE TICKETS IMPLEMENTED
FOR CASPER/WENDY & WEBFILE 6.5.0 RELEASE

Service Desk Tickets

1,025
RECEIVED

1,029
RESOLVED



Equipment/Software Updates Completed

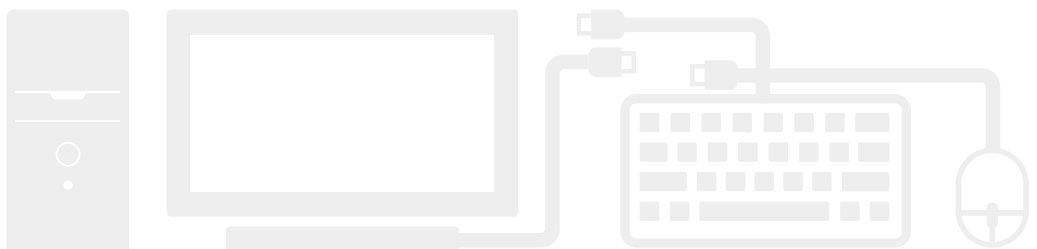
2018 Desktop/Laptop Refresh

100%



Kofax Scanner Refresh

100%



Insurance - Goals

Provides guidance on coverage requirements, regulations, existing coverage and enforces employer and carrier compliance.

1. Establish an Administrative Review process to handle appeals of the Administrative fines Insurance issues.

- We have successfully handled 72 appeals in the first quarter. None of the Position Statements that we issued have been challenged to date.

2. Host a monthly compliance class for employers who are issued suspended fines (in lieu of suspended fines) at Show Cause hearings to improve Compliance.

- This is still in the development phase, and will not be rolled out until we have sign off from the Commission.

3. Promote our online service offerings to our stakeholders (hosting webinars and training sessions).

- We have been asked to present at the upcoming VEC Conference where we will emphasize our online service offerings.

4. Promote the VENCA website statewide

- We will promote VENCA at the upcoming VEC Conference.

5. Continue to build synergy and cooperation with other state agency Investigations units, and be more involved in more inter-agency investigations.

- We continue to work with the Investigations team at the SCC on various employer investigations, along with ongoing cooperation from TAX and DOLI.

Customer Service

4,363 PHONE CALLS 

1,521 EMAIL INQUIRIES 

Carrier Compliance

Late Filings

769 POLICIES
153 CARRIERS FINED

Total Fined Amount
\$192,250

PEO Monitoring

193 PENALTY LETTERS ISSUED
162 NEW REGISTRATIONS
110 TERMINATIONS

Employer Compliance

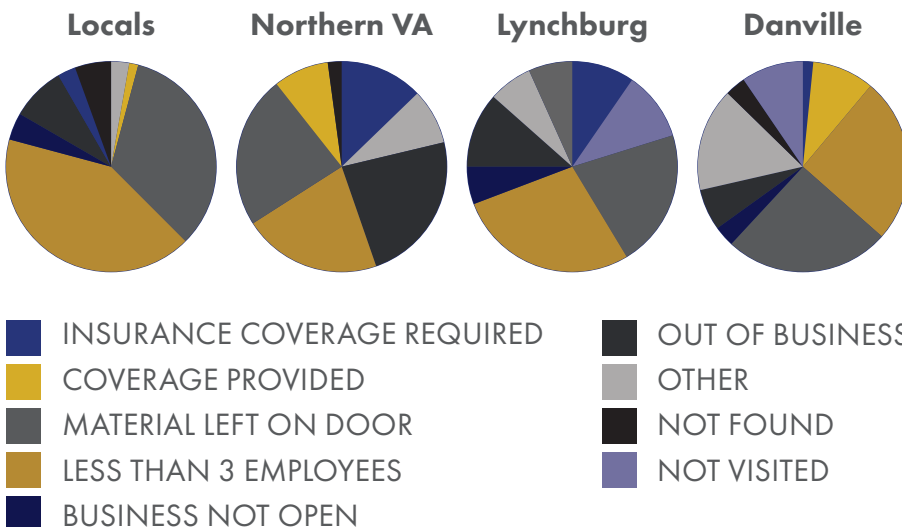
47% RESOLVED W/O
ISSUING NOTICE

14,605 NOTICES PROCESSED
7,823 NOTICES ISSUED
1,085 SUBPOENAS ISSUED
270 REFERRED TO DOCKET

Appealed Transactions

TYPE	VACATED	DENIED	GRANTED
CARRIER	10	34	28
PEO	10	34	28

Investigation - Sweeps

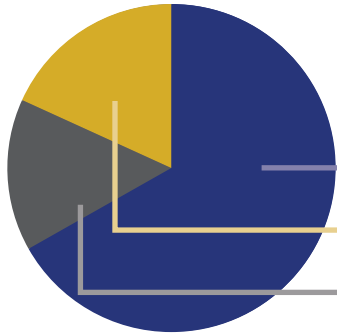


Prosecutions

12 CEASE AND DESIST
1 HEARINGS
1 RETURNED TO COURT
0 WARRANTS ISSUED



Docket Referrals

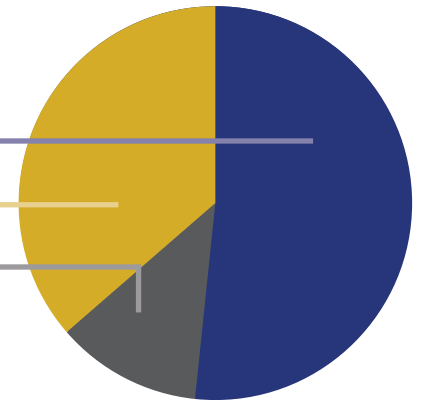
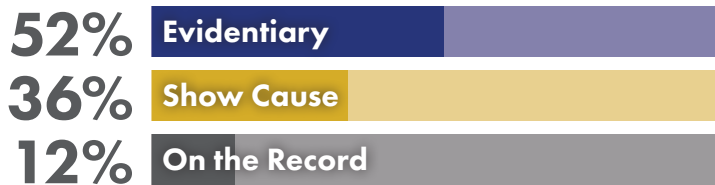


3,022 Total



Opinions Issued

1,119 Total



227 REFERRALS TO REVIEW DOCKET
179 REVIEW OPINIONS ISSUED
20 APPEALS TO COURT OF APPEALS

Settlements

1,384 Settlements Approved

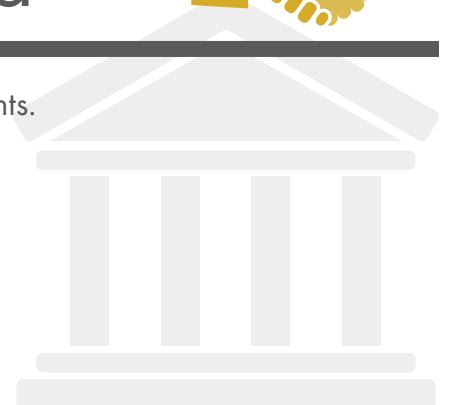


Aggregate Attorney Fees Awarded in Connection with Approved Settlements.

\$10,230,836

Total Aggregate Value of Settlements.

\$68,410,646



Medical Fee Services - Goals

Ensuring the medical fee schedules are properly executed, monitored, and maintained.

1. Provide required services as mandated by HB378, establishing medical fee schedules.

- MFS was implemented on January 1, 2018.

2. Establish billing procedures and support reimbursement levels for health care providers treating injured workers.

- Members of the MFS department obtained CPC (certified professional coding) designation to support understanding of applicable coding classifications.

3. Provide direction and training on the dispute resolution process when there is a dispute regarding reimbursement.

- MFSD responded to stakeholders' inquiries and provided information regarding the dispute resolution process.

4. Provide information to the public on the medical fee schedules and related requirements.

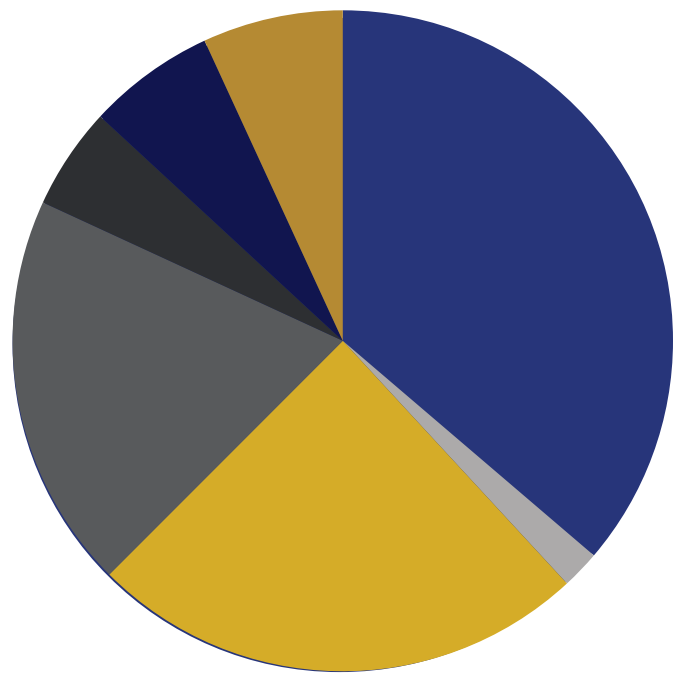
- MFS Look-up tool testing completed and tool will be deployed in the Q2 2018.
- MFSD received and responded to 160 fee schedule related inquiries.
- MFSD began design of two additional public education outreach campaigns in response to inquiries to be released during Q2 2018.
 - eNews letter
 - Regional In-service Training Sessions

Incoming Inquiries

160 INQUIRIES

Inquiry Categories

- 36%** Coding
- 25%** Distribution List
- 19%** Education
- 7%** Maximum Fee
- 6%** Medical Bill Display
- 5%** Provider Category
- 2%** Region



Inquiry Contacts

- | | | |
|--------------------------------|---------------------------------------|----------------------|
| 43% Third Party Billers | 32% Third Party Administrators | 9% Regulatory |
| 6% Medical Providers | 5% Insurance Companies | 3% Employers |
| 2% Attorneys | | |



Outreach Services - Goals

Utilized to assist internal/external customers, evaluate claims and provide educational guidance on WC regulations.

1. Maintain a 95% call handling rate in the Customer Contact Center.

- The Customer Contact Center averaged a call handling rate of **91%** in Q1 2018. A departmental quality assurance score of **96%** was achieved in Q1 which has remained consistent since July 2016.
- Updated quality assurance guidelines are being developed. Piloting of the new guidelines will begin in Q2 2018.

2. Increase functionality using our content management system (Drupal) to enhance internal and external website user experience.

- A proof of concept is being developed to import Commission opinions into the Drupal framework. OSD is partnering with IS to work on this project to migrate opinions and have them searchable on our website by stakeholders.

3. Enhance outreach efforts by utilizing marketing materials and social media to educate our customers.

- The Commission's email marketing efforts have continued to improve stakeholder engagement. In Q1 2018, seven (7) email communications and two (2) press releases have been sent to our email subscribers.
- Signage for the new HQ continues to be designed in OSD. Signage has been developed for areas throughout the building. Ex. Clerk's Office, VVF, and various break and conference rooms.
- Google Analytics continues to be utilized to track and monitor traffic on our various websites. We contacted Google to get our new HQ address updated in their search engine along with directions for parking.
- A topics committee for the 2018 VWC Educational Conference has been formed. Members include – DC Plunkett, DC Burkholder, Aubrey Chigwada, Hope Hill, Matt Cole, and Mechelle Esparaza-Harris.

4. Implement reporting processes to assist departments and agency achieve efficiency gains.

- The Commission's 2017 annual report is being developed. Metrics and accomplishments from all Commission departments will be included in the report along with a spotlight on Commission employees. Launch date in Q2 2018.

Outreach Services

Incoming Calls

22,082 TOTAL CALLS
20,188 CALLS ANSWERED
338 AVERAGE CALLS PER DAY

Agent of the Month



JAN: Java Crews
FEB: Java Crews
MAR: Java Crews

Average Wait Time: 0:01:05
Average Handle Time: 0:04:56

CCC Quality Score: **96%**

WebFile Paperless Users

WebFile Registrations

1,854 CLAIMANTS		3,127 CLAIMANTS
285 ATTORNEY		69 CLAIM ADMIN.
153 CLAIM ADMIN		34 LAW FIRM/ATTORNEY
		17 PEO

VWC Website Visits: 214,484 Public Website hits | 578 Conference Website hits

2018 Conference



2018 Communications

5 EXTERNAL COMMUNICATIONS
2 PRESS RELEASES



Project Management- Goals

Provides oversight to major agency projects and supports strategy development for VWC.

1. PMs will produce project documents that comply with the established VWC required project documents and upload them to their project SharePoint folder "Project Documents." 100% compliance required.

- All project documents were uploaded to SharePoint according to the PMO standards.

2. PMs will distribute Customer Satisfaction survey within 1 week of receiving project close-out approvals and obtain at least an 80% score.

- No project scores to report.

4. Close seventy (70) percent of Footprint tickets within 4 days.

- **67%** (193 of 285) of tickets between January 2018 and March 2018 were closed within 4 days.

5. Systems Analysts teammates should maintain a backlog of 5 (minimum) signed off requirements documents for each department they support.

- Design and estimate for release 6.7 is underway (December 2018).

Projects in Development

HR - My HR (ESS) Migration

Planning Start Date: **November 2016**
Development Start Date: **TBD**
Go Live: **TBD**

- ✓ Consolidation of HR and Time processing systems.

Upcoming Milestones:

- May 2018: Vendor product decision
- June 2018: Vendor proposal to IS

PLANNING PHASE

Cardinal Payroll

Planning Start Date: **October 2016**
Development Start Date: **November 2016**
Go Live: **2019**

- ✓ Replace Commonwealth's CIPPS and PMS systems.
- ✓ First wave deployment Sept. 2018
- ✓ Commission will be part of second wave – March 2019.
- ✓ Commission decision has been made to NOT use interfaces.

Upcoming Milestones:

- All open tasks must be completed by 1st wave 9/18.
- March 2019: Commission deployment

DEVELOPMENT PHASE

Medical Fee Schedule

Planning Start Date: **March 2017**
Development Start Date: **June 2017**
Go Live: **Phase 1: Jan 2018**
Phase 2: Dec 2018

- ✓ Creation of the Medical Fee Schedule and medical fee schedule processing.
- ✓ Medical Fee Schedule went live Jan 1, 2018
- ✓ Phase I Processing implementation, Jan 1, 2018
- ✓ Phase 2 MFS Processing tab
- ✓ Phase 3 MFS Provider WebFile.

Upcoming Milestones:

- May 2018: Start Development of Release 6.7 MFS Tab and provider master data in CASPER
- Oct 2018: UAT testing

PHASE 2 REQUIREMENTS DEFINITION

Self-Insurance Application - Phase 3

Planning Start Date: **November 2016**
Development Start Date: **February 2017**
Go Live: **June 2018**

- ✓ Phase 3 will see the deployment of SI WebFile and other SI enhancements to the new SI System.

Milestones:

- May 2018: UAT Testing
- June 2018: Deployment

TESTING PHASE

Projects in Development (continued)

Commission File Retention - Phase 1

Planning Start Date: **December 2014**
Development Start Date: **January 2018**
Go Live: **June 2018**

- ✓ Create a new retention policy for CASPER documents.
- ✓ Identify documents that can be purged from CASPER.
- ✓ Reduce physical and electronic space needed.

Upcoming Milestones:

- June 2018: Testing June 15
- June 2018: Deploy to Production June 21

TESTING PHASE

Finance - Financial System Phase 1

Planning Start Date: **October 2012**
Development Start Date: **March 2017**
Go Live: **July 2018**

- ✓ Replace the current Access Database application.
- ✓ Improve reports and/or queries capabilities.
- ✓ Allow for future interfacing opportunities.

Milestones:

- June 2018: Testing June 15
- June 2018: Deploy to Production June 21
- June 2018: User Training June 29

TESTING PHASE

Roanoke Reg. Office - Relocation

- ✓ Additional Courtroom for Hearings/Mediation
- ✓ Add space for personnel growth
- ✓ Regional Office Hearing/Mediation Video Conferencing
- ✓ Implement Commission Security plan

Upcoming Milestones:

- April 2018: Sign new lease
- May-July 2018: Construction

Planning Start Date: **November 2016**
Relocation Date: **August 2018**

Construction Start Date: **May 2018**

LEASE NEGOTIATION PHASE

Release 6.6 & 6.7 News

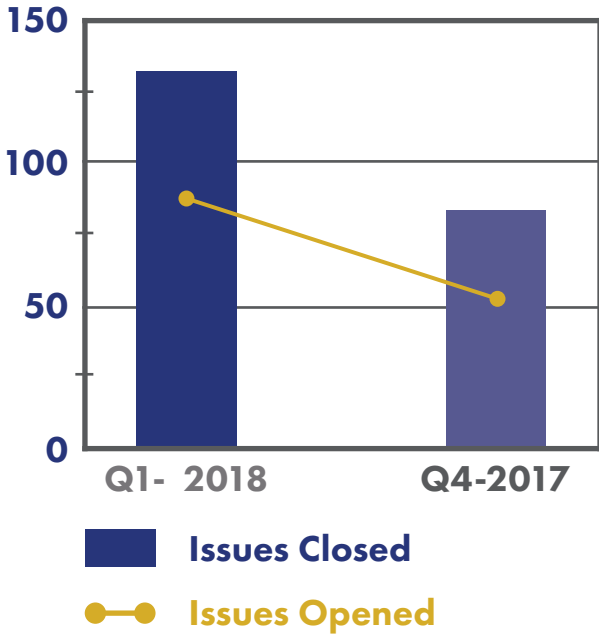
Development is underway for the 6.6 release. We will be deploying 6.6 on November 16, 2017.

	Task Name	Duration	Start	Finish
✓	Gather Requirements	80 days	05/09/17	08/31/17
✓	Design & Estimate	48 days	09/01/17	11/09/17
✓	MS: Release Pause	13.5 days	11/13/17	12/04/17
✓	Estimate Review and Prioritization	14.5 days	11/13/17	12/05/17
✓	MS: Release Pause	16.5 days	12/06/17	01/02/18
✓	Code Development	50 days	01/03/18	03/16/18
✓	Functional Testing	20 days	03/19/18	04/13/18
	Preliminary Regression	10 days	04/16/18	04/27/18
	UAT	5 days	04/30/18	05/04/18
	Full Regression	29 days	05/07/18	06/15/18
	Release Planning	4 days	06/18/18	06/21/18
	MS: Deploy 6.6 to Prod	1 day	06/21/18	06/21/18

Requirements Analysis is underway for the 6.7 release (December 2018 release).

	Task Name	Duration	Start	Finish
✓	Gather Requirements	80 days	11/13/17	03/16/18
	Design & Estimate	44 days	03/19/18	05/17/18
	Estimate Review and Prioritization	2 days	05/18/18	05/21/18
	Code Development	70 days	05/22/18	08/30/18
	Functional Testing	20 days	08/31/18	09/28/18
	Preliminary Regression	10 days	10/01/18	10/15/18
	UAT	5 days	10/16/18	10/22/18
	Full Regression	30 days	10/23/18	12/07/18
	Release Planning	3 days	12/10/18	12/12/18
	MS: Deploy 6.7 to Prod	1 day	12/13/18	12/13/18

Software Enhancement Tickets (JIRA)



ADR	43
CSD	393
CMD	181
EDI	709
ENTERPRISE	174
FINANCE	13
HR	3
IS	209
JUDICIAL	371
MFS	0
OSD	126
SELF-INSURED	3
VVF	423
WEBFILE	90

Footprint Tickets

92 > 4 DAYS	285 < 3 DAYS
-----------------------	------------------------

67% TICKETS CLOSED WITHIN 3 DAYS
 5.84 AVERAGE DAYS TO CLOSE TICKETS

ADR	27
CSD	116
CMD	31
EDI	235
ENTERPRISE	33
FINANCE	7
HR	0
IS	24
JUDICIAL	50
MFS	7
OSD	89
SELF-INSURED	15
VVF	152
WEBFILE	0

Virginia Victims Fund - Goals

Officially Criminal Injuries Compensation Fund

Committed to getting crime victim compensation claims resolved in a fair, compassionate, and efficient manner.

1. Increase the number of providers that can access claim status and submit documents via VVF's MedWeb application.

- MedWeb training was provided to 11 providers during the 1st quarter.
- After the system update in June, non-medical providers, such as funeral homes, will be able to access VVF's MedWeb application.

2. Transition the outreach efforts from a focus on criminal justice advocates to more diverse groups.

- VVF completed 23 trainings in the 1st quarter.
- Attendees of VVF's presentations included law enforcement, school resource officers, and juvenile justice personnel.

3. Reduce the average time to reach initial decisions on claims.

- The average days to decisions for the 1st quarter was 197 days. However, a glitch in WENDY has prevented some claims from "closing", which resulted in an increase in the computed average days to decision. We are currently working to resolve this glitch.
- The Fund received new mail on previously decided claims, resulting in supplemental awards in 121 of those claims.

4. Increase the amount of court-ordered restitution that is ordered to the Fund.

- Notify the Commonwealth's Attorney's Office of awards prior to sentencing.
- Provide training and outreach to Commonwealth's Attorneys and Judges.

Customer Service

472 EMAIL INQUIRIES TO VVF'S PUBLIC EMAIL ADDRESS

305 STATUS REQUEST EMAILS FROM MEDICAL PROVIDERS



2,955 INCOMING CALL CENTER CALLS 

13,285 COMPLETED TASKS

Claims

NEW CLAIMS SUBMITTED ■

EXPENSES AWARDED ■

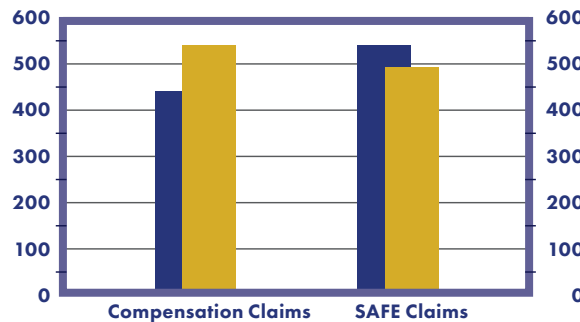
TOTAL AMOUNT AWARDED ■

COMPENSATION CLAIMS

424

546

\$648,022
AWARDED



SAFE CLAIMS

544

492

\$443,106
AWARDED

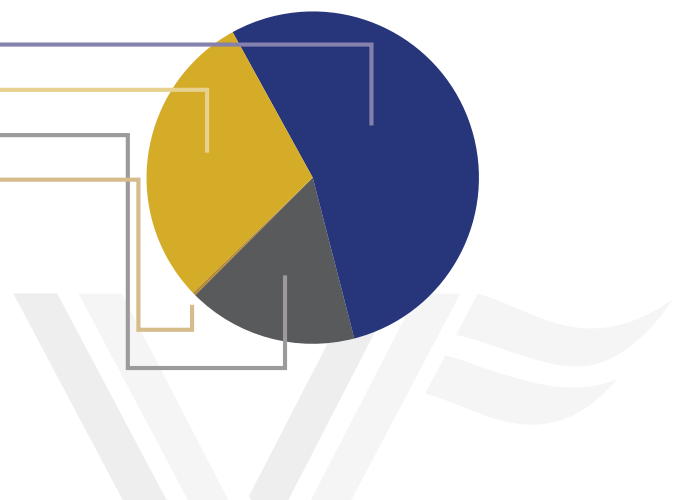
Fund Development

1,308 INCOMING PAYMENTS

TOTAL DOLLAR AMOUNT OF INCOMING PAYMENTS: **\$193,109**

\$104,244	TAX DEBT SET-OFFS
\$56,328	COURT-ORDERED RESTITUTION
\$31,924	DIRECT BILLING
\$613	OUTSIDE COLLECTIONS AGENCY

UNCLAIMED RESTITUTION RECEIVED: \$51,562



Quarter 2 (April, May, June) Report data due July 8th.