



COMMONWEALTH OF VIRGINIA WORKERS' COMPENSATION COMMISSION

Outreach Services 2017 Year In Review





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VWC's 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.



VWC's Vision

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

VWC's Core Values

- **Innovative** - Introducing or using new ideas or methods, in order to better serve our customers
- **Respectful** - Marked by or showing respect or reverence at all times
- **Accountable** - Required to explain actions or decisions
- **Reliable** - Consistently able to be trusted to do or provide what is needed
- **Impartial** - Treating all people and groups equally
- **Integrity** - The quality of being honest and objective; conduct that is of the highest moral character
- **Effective** - Successful in producing a desired or intended result



2017 Outreach Services Strategic Goals

1. Expand our website and intranet with creative ways to engage our stakeholders and employees.
2. Continue to operate a world-class customer contact center while enhancing our quality assurance assessments and stakeholder engagement.
3. Lead the nation by offering interactive training materials and programs to our stakeholders and employees on workers' compensation in Virginia.
4. Revamp agency brochures and documents to include relevant information to educate stakeholders.
5. Plan and execute high-quality workers' compensation conferences and meetings to bring together stakeholders.
6. Promote the Commission's Medical Fee Schedule program through website enhancements, marketing materials, and stakeholder engagement opportunities.

OSD new hires, transfers or promotions in 2017:

1. Angela Mack (promoted to Team Leader in the Customer Contact Center)
2. Shaudel Short (*promoted to Senior Specialist in the Customer Contact Center*)
3. Terek Hagans (*promoted to Marketing Associate in Outreach Services*)
4. Joycelyn Gregory (*new hire - joined the Customer Contact Center in Q2 2017*)
5. Kevin Bishop (*new hire - joined the Customer Contact Center in Q2 2017*)

2017 Above and Beyond Award Winners:

1. Java Crews
2. Cindy Frost
3. Terek Hagans
4. Angela Mack



Customer Contact Center Employee of the Month:

Jan-17	Missy Estep
Feb-17	Missy Estep
Mar-17	Shaudel Short
Apr-17	Shaudel Short
May-17	Shaudel Short
Jun-17	Marcus Smith
Jul-17	Java Crews
Aug-17	Marcus Smith
Sep-17	Missy Estep
Oct-17	Java Crews
Nov-17	Missy Estep



Customer Contact Center (CCC) Metrics

<u>Customer Contact Center (Thru Nov 2017)</u>	<u>2017</u>
Average Calls Per Day	341
Average Calls Per Month	7,510
Total Calls Offered	82,614
Total Calls Answered	76,868
Answer Rate	93%
Average Wait Time	:53
Average Handle Time	4:43
Ring No Answers (RNAs)	361

<u>Other Customer Contact Center Accomplishments</u>	
<u>Accomplishments</u>	<u>Date</u>
2-day work from home pilot	April
Quarterly Departmental Meetings	March, June, September

Additional CCC Accomplishments and Highlights

- Through November 2017 – 82,614 calls offered and 76,868 calls answered with an answer rate of 93%. Monthly target is 95%
- Through November 2017 – 361 Ring No Answers (RNAs) compared to 254 for entire year of 2016. RNAs occurs when an agent fails to answer a call after 4 rings and the call rolls to the next available agent.
- January 2017 only 10 RNAs – lowest ever for the CCC
- Through November 2017 - 341 Average Calls Per Day
- Through November 2017 – 7,510 Average Calls Per Month
- Staffing fluctuations and higher call volume was evident in 2017.
- QA averages increased throughout the year.
- CCC managed to work through a Finesse/Jabber upgrade.
- Several Casper enhancement ideas from CCC were approved for Production.



Web Development and Support

Administrative

- ~1000 WebFile Support requests resolved since 4/17/17
- ~1500 site update requests (includes VWC, VVF, VENCA, and Intranet)
- VVF website project wrap-up
- VWC Website forms and documents audit completed

New Online Functionality

- [Online WebFile Support Tool](#) on VWC website

WebFile Support

WebFile Support pertains directly to WebFile accounts, transactions, and errors. General questions about claims, filings, and workers' compensation processes, should be addressed by calling the Commission at 1-877-664-2566 or emailing Questions@workcomp.virginia.gov.

I need WebFile Support for a(n)

- Claimant / Injured Worker
- Attorney
- Claim Administrator
- GSIA
- PEO



New Online Functionality (Contd.)

- [WebFile Support Request](#) form on VWC website

WebFile Support Request

Attorney and Claim Administrator WebFile users must contact their organization's WebFile Site Administrator for assistance.

Claimants and WebFile Site Administrators may use the form below to request support directly from the Commission.

Your First Name *

Your Last Name *

WebFile Login Username *

WebFile Email Address *

I am a Claimant WebFile user
 I am the WebFile Site Administrator for my organization

If your WebFile account is locked, [click here](#) to unlock your account by resetting your password.

I tried to reset my password but my security question answers did not work.

WebFile is built and tested for use with the Google Chrome and Internet Explorer (IE) 11 web browsers. The Commission advises WebFile users to use Google Chrome or IE 11 for best results.

I am using the Google Chrome or IE 11 web browser to access WebFile
 I am using a different web browser to access WebFile

Please describe your WebFile issue or question below.



New Online Functionality (Contd.)

- [Online Citizenship Award Nomination](#) form on Intranet

Citizenship Award Nomination Form



Your Name *

Person you are nominating *

Department nominee works in

I nominate this person because he/she consistently displays the behaviors outlined below.

- Shows a willingness to share expertise and offers assistance to accomplish a task or goal.
- Willing to go the "extra mile" to create a better, more effective work experience.
- Exhibits a positive and professional attitude.
- Responds to co-workers' requests with a sense of urgency and enthusiasm.
- Proactively solicits the input of others who are affected by their plans or decisions.
- Looks for alternative ways to work with people that will create a better working relationship and results.

Please use the space below to justify your nomination and remember to give specific examples of why you think he/she should be recognized and how the nominee displays the behaviors outlined above. Avoid overly personal statements and explain how this person's contributions benefit his/her team, department or the Commission.

Justification and Examples *

Please provide justification for your nomination and examples of the behaviors listed above in this section. If you would rather submit your nomination on paper, please download the paper form below.

Preview



New Website Content


- [News and Press](#) page (Included backfilling 2016 press releases)
- VWC Spotlight promotional block
- Ways to Connect block

LATEST NEWS AND PRESS

08/07/2017	Virginia Beach Office Relocation and Expansion
05/17/2017	2016 VWC Annual Report Press Release
02/06/2017	Robert Rapaport Named Commissioner of VWC
02/02/2017	Linda Gillen Appointed as Deputy Commissioner
01/12/2017	Manassas Office Relocation and Expansion

[View All](#)

LATEST ANNUAL REPORT AND STATISTICS




VWC Annual Report - 2016

[View All](#)

EDUCATIONAL CONFERENCE

[Click here to visit the VWC Educational Conference Website](#)

VWC Educational Conference Video- New For 2017



Subscribe to our mailing list

* indicates required

Email Address *

VWC SPOTLIGHT

WE'RE MOVING!


333

E. Franklin St.
Richmond, VA 23219

DEC. 13TH





Headquarters Relocation

2016 ANNUAL REPORT



2016 Annual Report

Ways to Connect

-  Contact Us
-  Educational Conference
-  VWC YouTube
-  VWC Flickr



New Website Content (Contd.)

- [Medical Fee Services](#) page and resources

Medical Fee Services (MFS)

The Medical Fee Services Department will establish and maintain medical fee schedule quality standards for the Virginia Workers' Compensation Commission. The department will provide direction, training and information to the public on the medical fee schedule and related requirements. By facilitating understanding of the medical fee schedule, the department's aim is to ensure the medical fee schedules are properly executed, monitored, and maintained. The Medical Fee Services Department will respond to health care providers, employers, insurance companies, and third party administrators' medical fee schedule inquiries.

The Medical Fee Services Department will be responsible for:

- Administration of the Medical Fee Schedule
- Responding to Medical Fee Schedule Inquiries
- Education and training for the public

Additional information on the Medical Fee Services Department may be obtained by calling the Commission toll-free at 877-664-2566 or sending an e-mail to medicalfeeservices@workcomp.virginia.gov.

MFS DOCUMENTS

Effective date 01/01/2018

- Medical Fee Schedules
- MFS Regulations
- MFS Ground Rules
- MFS Project Timeline
- MFS Overview and Methodology
- MFS Dispute Resolution Process
- MFS Update Notice
- MFS Ground Rules Document Update Notice
- Medical Fee Services FAQs

MFS RESOURCES

- Virginia Acts of Assembly, 2016 - Chapter 279
- Virginia Acts of Assembly, 2016 - Chapter 290

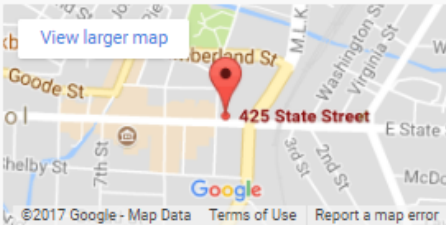
- [Mediation Locations](#) page with maps

Mediation Locations

The Virginia Workers' Compensation Commission conducts mediations in the following locations. The Commission may conduct mediations at alternate locations at the request and agreement of both parties.

Bristol

VWC Bristol Regional Office
425 State Street, Suite 200, Bristol, VA 24201



©2017 Google - Map Data Terms of Use Report a map error



New Website Content (Contd.)

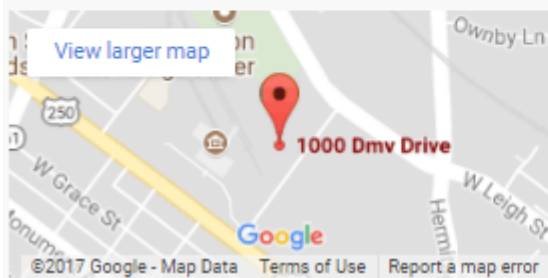
- [Office Locations](#) maps

Office Locations

Richmond Central Office

1000 DMV Drive, Richmond, VA 23220

1-877-664-2566



- [Hearing Locations](#) maps and jump menu

Hearing Locations

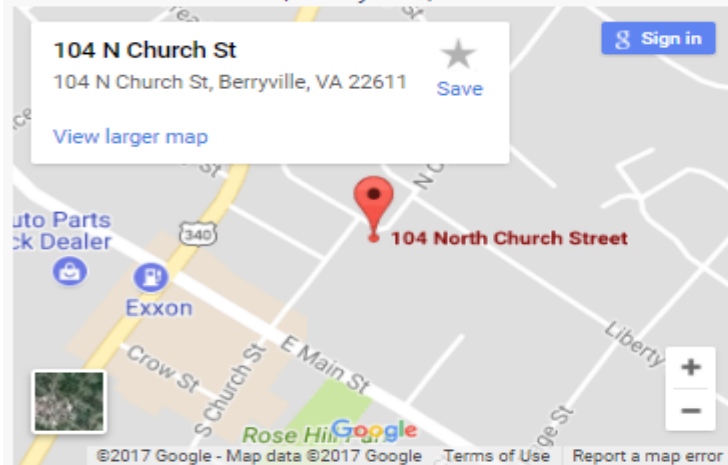
Hearings are conducted at the Commission's central office (1000 DMV Drive, Richmond, VA 23220) as well as its regional offices. There are additional hearing sites located throughout the state. The locations and directions to hearing sites are listed below.

- Find a Hearing Location-

Berryville

Clarke County General District Court

104 N. Church Street, Berryville, VA 22611



New Intranet Content

- [New Headquarters Building](#) page with photo gallery

New Headquarters Building

333 E. Franklin St., Richmond, Virginia 23219



New HQ - Video Updates

- [New Headquarters Update - October](#)
- [New Headquarters Update - September](#)
- [New Headquarters Update - August](#)
- [New Headquarters Update - July](#)
- [New Headquarters Update - June](#)
- [New Headquarters Tour](#)

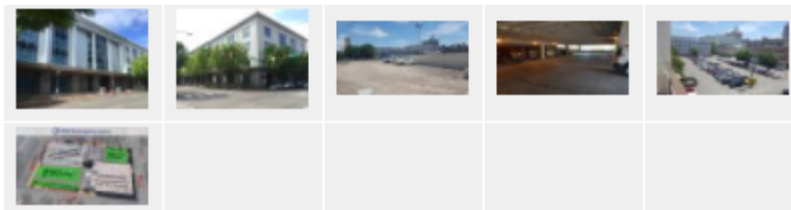
New HQ - General Information

- [Operations Guide](#)
- [Frequently Asked Questions](#)
- [Conference and Break Room Names](#)
- [Fitness Area](#)
- [Trolley House Market](#)

New HQ - Moving Resources

- [Pack and Purge Day Information](#)
- [Packing Tips Video](#)
- [Move Schedule](#)
- [Move Manual](#)
- [Floor Plans](#)
- [Post-Move Report](#)

New HQ Photos





New Intranet Content (Contd.)

- [Community Service](#) pages and photo galleries

Community Service



Current and Upcoming Events

Title	Community Service Date
Box Tops for Education	01/01/2017 - 8:00am to 12/31/2017 - 5:00pm
J.E.B. Stuart Elementary School Book Drive	01/01/2017 - 8:00am to 12/31/2017 - 5:00pm


Past Events

[Click here to see photos from past Community Service events.](#)

Title	Community Service Date
Hygiene Drive for Students - 2017	08/21/2017 - 8:00am to 09/29/2017 - 5:00pm
School Supply Drive - 2017	08/21/2017 - 8:00am to 09/29/2017 - 5:00pm
Doorways Collection Drive - 2017	07/10/2017 - 9:00am to 08/11/2017 - 5:00pm
Nursing Home Visit - June, 2017	06/16/2017 - 1:00pm to 4:00pm
Special Olympics - June, 2017	06/09/2017 - 8:00am to 06/10/2017 - 5:00pm
Nursing Home Visit - March, 2017	03/27/2017 - 1:00pm to 4:00pm



Box Tops for Education

 [Box Tops for Education Flyer](#)

Sunday, January 1, 2017 - 8:00am to Sunday, December 31, 2017 - 5:00pm



As we head into the new school year, the VWC continues to participate in the Box Tops for Education community service program with J.E.B. Stuart Elementary School. Your Box Tops representative is listed below. Please feel free to drop off BoxTops to any representative listed below. Please contact Nancy Sears with any questions at 205-3128 or email Nancy.Sears@workcomp.virginia.gov.

Department	Box Top Representative	Department	Box Top Representative
Administration	Barbara Smothers	CMD	Maylone Hawkins
Judicial –P&O Staff, Show Cause/Compliance	Mary Wilson	CSD	Janice Fowlkes
Judicial Commissioners, CDC, Staff Attorneys	Nancy Sears	Outreach	Angela Mack
Judicial-Deputy Commissioner	Jody Jiral	PMO	Abhi Mohan
EDI	Monique Oliver	CICF	Brittany Hill
Financial	Brandy Giles	IS	Supriya Singh

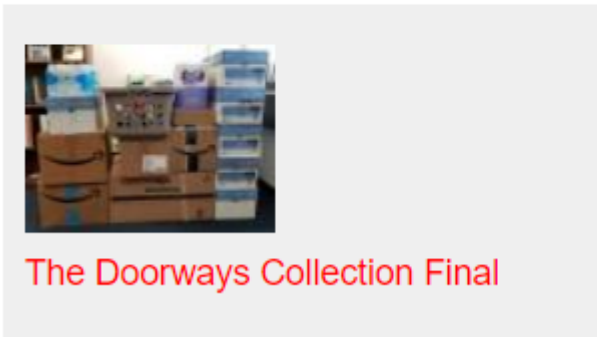


See Page 4 of the June 2017 Commission Currents and see how Box Tops have helped the students at J.E.B. Stuart Elementary this year!

New Intranet Content (Contd.)

Community Service Photos

[Doorways Collection Drive - 2017](#)





- [Medical Fee Services](#) page

Medical Fee Services

The Medical Fee Services Department will establish and maintain medical fee schedule quality standards for the Virginia Workers' Compensation Commission. The department will provide direction, training and information to the public on the medical fee schedule and related requirements. By facilitating understanding of the medical fee schedule, the department's aim is to ensure the medical fee schedules are properly executed, monitored, and maintained. The Medical Fee Services Department will respond to health care providers, employers, insurance companies, and third party administrators' medical fee schedule inquiries.

The Medical Fee Services Department will be responsible for:

- Administration of the Medical Fee Schedule
- Responding to Medical Fee Schedule Inquiries
- Resolving Medical Fee Schedule Disputes
- Education and training for the public

Quick Links

- [CASPER / WENDY Login](#)
- [COLA / Benefits Calculator](#)
- [VWC Public Website](#)
- [VWC Sharepoint](#)
- [VWC Service Desk](#)
- [My HR](#)
- [TimeStar](#)
- [Edirect](#)
- [Payline](#)
- [SSRS Reports](#)
- [Inventory Supply Requests](#)
- [2015 VWC Act Annotated](#)
- [Virginia.gov](#)
- [Claims Services Quick Reference Guide](#)
- [Secure Print Guide](#)
- [Right Fax Instructions](#)
- [New Headquarters Building](#)

MFS Documents

- [Medical Fee Schedules](#)
- [MFS Ground Rules](#)
- [MFS Project Timeline](#)

MFS Resources

- [Virginia Acts of Assembly, 2016 - Chapter 279](#)
- [Virginia Acts of Assembly, 2016 - Chapter 290](#)

2016 VWC Annual Report (Published in May 2017)

[Print Version](#)



Two comprehensive styles of our [2016 VWC Annual Report](#) were developed to give customers a downloadable and interactive version of our agency activities and financial performance.

New for 2016, an Annual Report Highlights [video](#) was created for the VWC YouTube site.

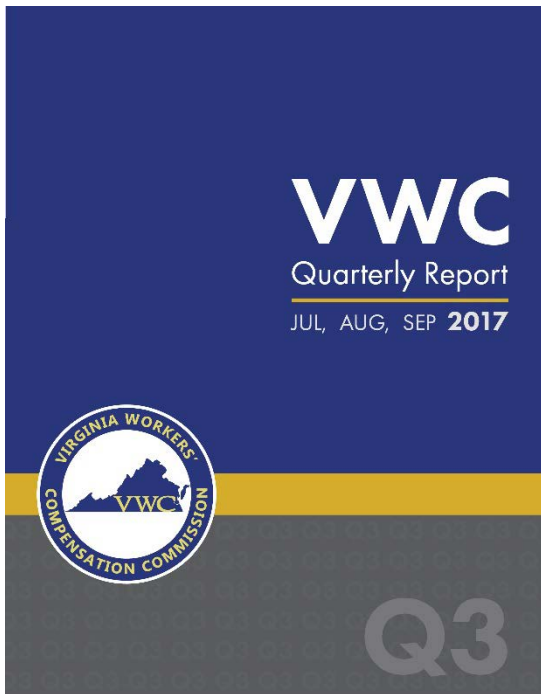




Agency Highlights Report

The Agency Highlights Report was completely redesigned to provide a more interactive and viewer-friendly experience. The user has access to the report through the FlippingBook application with the ability to fluidly navigate through the pages with a clickable Table of Contents and page-flipping functionality.

[Quarter 2 Report](#) | [Quarter 3 Report](#)



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.	
Quarterly Report - Q3 2017	iv	Mission, Vision, Core Values

Form Revisions

Many changes were made to old forms in an effort to rebrand Commission documentation. All forms were rebranded with the consideration of becoming more accessible, user-friendly, and easier-on-the-eyes.

Claim Form/Pneumoconiosis Claim Form

Claim Form		Virginia Workers' Compensation Commission	
Access your claim online: webfile.workcomp.virginia.gov			
Jurisdiction Claim Number (JCN)	Claim Administrator Number		
Injured Worker Information		Employer Information	
Name		Name of Company	
Address		Address	
City	State	Zip Code	City
State	Zip Code	City	State
Primary Phone	Gross Weekly Earnings	Employer's Phone	
Injury			
Date of Injury	Location of Accident (City or County)	Parts of Body Injured	
How Injury Occurred			
*If claiming an occupational disease (use separate claim form for Coal Workers' Pneumoconiosis):			
Name of Occupational Disease	Date last worked for employer	Date doctor stated the disease was caused by work	
I hereby file this claim to protect my right to benefits under the Virginia Workers' Compensation Act for the injury or disease described above. Unless indicated below, I am not requesting the Commission take any specific action at this time.			
SIGNATURE (Required)		PRINT	DATE
Request for Benefits			
I need assistance obtaining the following benefits. If the benefits are denied, this form will serve as a hearing request.			
<input type="checkbox"/> Lifetime Medical Award (coverage for related medical expenses).			
<input type="checkbox"/> Wage Loss Replacement (Temporary Total Disability - Completely out of work)			
From:	To:	<input type="checkbox"/> continuing	From:
To:	<input type="checkbox"/> continuing	From:	To:
From:	To:	<input type="checkbox"/> continuing	From:
To:	<input type="checkbox"/> continuing	From:	To:
<input type="checkbox"/> Compensation for Permanent Loss (Permanent Partial Disability):			
<input type="checkbox"/> Loss of use of a body part <input type="checkbox"/> Disfigurement/Scarring <input type="checkbox"/> Amputation <input type="checkbox"/> Hearing/Vision loss <input type="checkbox"/> Lung disease			
<input type="checkbox"/> Payment/reimbursement for the following expenses (attach medical records, itemized bills, receipts, or mileage log):			
<input type="checkbox"/> Medical bills <input type="checkbox"/> Mileage/Transportation <input type="checkbox"/> Prescriptions			
<input type="checkbox"/> Death benefits to dependents and/or funeral expenses.			
<input type="checkbox"/> Other: _____			
OPTION 1			
Toll-Free: 1-877-664-2566 Online: www.workcomp.virginia.gov Mail: 333 E. Franklin St., Richmond, Virginia 23219 Rev. 9/17			

Pneumoconiosis Claim Form		Virginia Workers' Compensation Commission	
Access your claim online: webfile.workcomp.virginia.gov			
Coal Workers' Pneumoconiosis/Black Lung Disease			
Jurisdiction Claim Number (JCN)	Claim Administrator Number		
Injured Worker Information		Primary Phone/Alternate Phone	
Name		Address	
Address	City	State	Zip Code
Employer Information			
Name of Company		County of Work (Mine) Location	
Address		City	State
City	State	Zip Code	
Date doctor stated the disease was caused by work		Last Date Worked	Date of X-ray Reading used as evidence
Last employer for whom 90 shifts were worked, prior to communication			
Did you work after this date of communication? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please indicate employer below			
I hereby file this claim to protect my right to benefits under the Virginia Workers' Compensation Act for the disease described above.			
SIGNATURE (Required)		PRINT	DATE
Request for Benefits			
<input type="checkbox"/> This is a protective filing and NO action is requested at this time.			
I need assistance obtaining the following benefits. If the benefits are denied, this form will serve as a hearing request.			
<input type="checkbox"/> Compensation for Permanent Loss (Permanent Partial Disability)			
<input type="checkbox"/> Payment/reimbursement for unpaid medical bills or out of pocket expenses (attach medical records, itemized bills, or receipts)			
<input type="checkbox"/> Change in Condition (An award has already been received.) JCN of prior award: _____			
<input type="checkbox"/> Death benefits to dependents and/or funeral expenses.			
<input type="checkbox"/> Other: _____			
<input type="checkbox"/> Claimant agrees to be bound by the reading of the Pulmonary Committee. I have forwarded the x-ray film to the Bristol Regional Office. <input type="checkbox"/> Yes <input type="checkbox"/> No			
Bristol Regional Office: 276-689-7044 Online: www.workcomp.virginia.gov Mail: 333 E. Franklin St., Richmond, Virginia 23219			
Toll-Free: 1-877-664-2566			

MFS Dispute Request & Response Form/Expedited Hearing Request Form

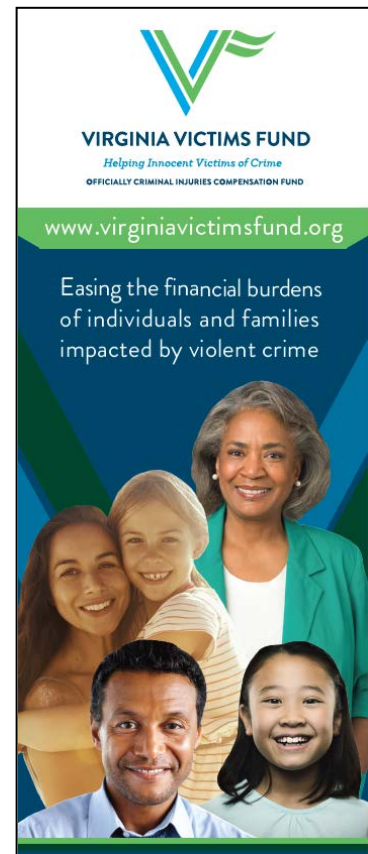
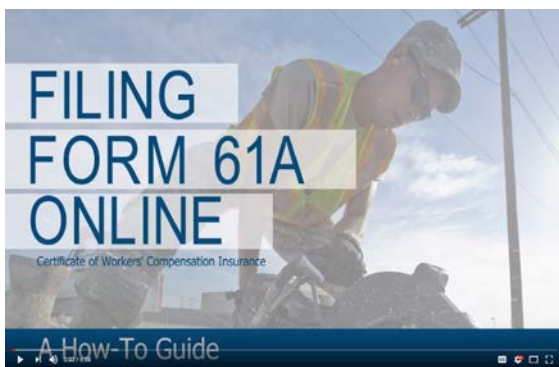
Medical Fee Schedule Dispute Request Form		Virginia Workers' Compensation Commission	
Access your claim online: webfile.workcomp.virginia.gov			
Jurisdiction Claim Number (JCN)	Claim Administrator Number		
Dispute Request			
Name of Contacting Party			
Title			
Mailing Address			
Email Address		Primary Phone	
Dispute Information			
Other Party Involved in Dispute		Other Party Primary Phone	
Name of Injured Worker		Date of Injury	
Name of Employer		Date of Service	
Issue(s) in Dispute (Check all that apply):			
<input type="checkbox"/> CPT			
<input type="checkbox"/> Ground Rule Reference			
<input type="checkbox"/> PPO Contract w/Medical Fee Schedule Component			
<input type="checkbox"/> Supply			
<input type="checkbox"/> Other: _____			
Dollar Amount in Dispute:		Payment you feel you should have received	
Payment you received		Payment you feel you should have received	
Please provide a detailed explanation of the dispute:			
Please attach the three required supporting documents that are applicable in your dispute:			
• Original and Resubmitted Bills • Explanation of Reimbursement/Benefit • Supporting Documentation			
<input type="checkbox"/> Correspondence and/or Specific Information Regarding the Dispute (Optional - Check box if attached)			
This Dispute Resolution process shall be subject to the prompt payment or limitation of claims provisions of Va. Code Section 65-2-605.1.			
Toll-Free: 1-877-664-2566 Online: www.workcomp.virginia.gov Mail: 333 E. Franklin St., Richmond, Virginia 23219 Rev. 6/17			

Expedited Hearing Request		Virginia Workers' Compensation Commission	
Access your claim online: webfile.workcomp.virginia.gov			
Jurisdiction Claim Number (JCN)	Date of Injury		
You must have an Award previously entered to qualify for an Expedited Hearing			
Injured Worker Information		Name of Employer	
Name		Address	
Address	City	State	Zip Code
City	State	Zip Code	City
State	Zip Code	City	State
Primary Phone	Employer's Phone		
Dependent Information			
Name of Spouse		Spouse's Employment Status	
Names and Ages of Dependents			
Available assets you have (including bank accounts and Social Security Disability)			
SPECIFIC BENEFITS SOUGHT: Total wage loss for the following period: _____			
Partial wage loss for the following period: _____			
Other: _____			
Request for Expedited Hearing			
I need an expedited hearing because of:		I am attaching the required evidence:	
<input type="checkbox"/> Car Repossession.		<input type="checkbox"/> Car Repossession Notice.	
<input type="checkbox"/> Eviction.		<input type="checkbox"/> Eviction Notice.	
<input type="checkbox"/> Foreclosure.		<input type="checkbox"/> Foreclosure Notice.	
<input type="checkbox"/> Urgent Need for Medical Treatment.		<input type="checkbox"/> Doctor's Note Stating Medical Emergency.	
<input type="checkbox"/> Other: _____		<input type="checkbox"/> Other: _____	
*YOUR APPLICATION WILL BE REJECTED WITHOUT THE REQUIRED ATTACHMENTS.			
I hereby file this application to request an expedited hearing. I understand this application cannot be processed without all of the information requested, including the required attachments.			
SIGNATURE (Required)		PRINT	DATE
Toll-Free: 1-877-664-2566 Online: www.workcomp.virginia.gov Mail: 333 E. Franklin St., Richmond, Virginia 23219 Rev. 10/17			

Marketing and Public Relations Accomplishments

1. Marketing Materials

- Developed two (2) retractable banners for VVF/SAFE for use at events & speaking engagements.
- 2017 Annual Report published in 1st quarter of 2017. Available in flipping book web-friendly format, and
new for 2017- included a highlights video featured on YouTube.
- Produced tutorial for Insurance- How to File a 61A, available on VWC's YouTube page.



2. Conference Materials

- Created Conference logo, book, brochure, & posters
- Developed and distributed 11 conference promotional e-blasts (see attachment)
- Created promo video & graphics for conference mobile website
- New for 2017- Created 2 videos for use during conference (welcome video, MFS promo video), created hotel handout, developed VWC promotional items, created video developments to use for 2018 to include attendee interviews



3. Special Projects

- Worked on HQ design team to develop branding for the new Richmond HQ office.
- Developed six (6) videos (May – Oct) on the development of HQ office. Posted to intranet.
- Developed one swearing-in ceremony video & one Commissioner Rapaport welcome ceremony video.
- Presented OSD VWC Marketing Initiative booth at SAWCA 2017.

4. Press

- Six (6) Press Releases distributed to-date
- Along with the Web Specialist, developed a News & Press page on the VWC website to feature press releases, videos, VWC news, and a subscribe to newsletter option.

5. Social Media / Platforms

- LINKEDIN:
 - o Rebooted VWC's LinkedIn Company Page (see attachment)
 - o From May-Nov. 2017, gained 35 new followers for a total of 266 followers on LinkedIn.
 - o Posted eight (8) announcements to LinkedIn to-date.
- YouTube:
 - o Continued development of VWC's YouTube site.
 - o Total views on VWC's channel for 2017 YTD: 2,267
 - o Lifetime views (2015-2017): 4,190
 - o Posted three (3) YouTube videos in 2017. (Annual Report Highlights, Conference Promo, 61A Tutorial)
 - o Total videos on VWC's YouTube channel: 8 public videos (5 additional videos are internal swearing-in videos)
 - o Most watched video: VWC Educational Conference Promo Video: 928 views

6. New Communication Platform

- MAILCHIMP:
 - o Began using Mailchimp in January 2017 to track engagement of VWC communications. This gave us the opportunity to tailor our communications to each type of customer, see what they were most interested in, and communicate with them more effectively.
 - o Began with 2,160 subscribers, have grown to 2,490 subscribers YTD (+330)
 - o Forty seven (47) communications have been sent YTD.
 - o Engagement: Number of emails read YTD: 11,836
 - o National Average Government Open Rate = 26.33%

Relocation Efforts

Postcards

4x6 Postcards were designed to be sent out to 2518 open Award Claimants on December 8, 2017. These postcards highlight the new Richmond Headquarters location displaying the most optimal route to the Commission, along with pertinent information in regards to parking at the new Headquarters' parking lot.

Virginia Workers' Compensation Commission - Richmond Headquarters Map

LEGEND Visitor Parking Street Parking To the Commission

**COMMONWEALTH OF VIRGINIA
WORKERS' COMPENSATION COMMISSION**
1000 DMV DRIVE
RICHMOND, VA 23220

VWC Richmond Offices

WE'RE MOVING
333 E. Franklin St., Richmond, VA 23219

DEC. 13, 2017

Questions?
toll-free: 877.664.2566
website: www.workcomp.virginia.gov

Business Card Handouts

Small, takeaway, business-card-sized designs were created to be handed out to 2017 conference attendees and at various counters throughout the Commission to further communicate our move.

WE'RE MOVING!

333

E. Franklin St.
Richmond, VA 23219

DEC. 13TH

Virginia Workers'
Compensation Commission

333

E. Franklin St.
Richmond VA, 23219

WE'RE MOVING!

DECEMBER 13TH



Posters/Signage

Various posters and signage were designed to communicate the VWC Richmond Headquarters move and consolidation of CICF and other Richmond offices effective December 13, 2017.

WVC IS MOVING
December 13, 2017

Virginia Workers' Compensation Commission is relocating to a new address:
333 E. Franklin St., Richmond, VA 23219

For questions: ☎ 1-877-664-2566 ✉ Questions@workcomp.virginia.gov

VVF IS MOVING
November 27, 2017

The Virginia Victims Fund is relocating to a new address:
333 E. Franklin St., Richmond, VA 23219

For questions: ☎ 1-800-552-4007 ✉ info@virginiavictimsfund.org

The Virginia Victims Fund, officially Criminal Injuries Compensation Fund, is administered by the Virginia Workers' Compensation Commission.

COMING SOON
December 13, 2017

Virginia Workers' Compensation Commission's new headquarters:
Toll-free: 1-877-664-2566 Email: Questions@workcomp.virginia.gov

WE'RE MOVING!
333
E. Franklin St.
Richmond, VA 23219

DEC. 13TH

Virginia Workers' Compensation Commission

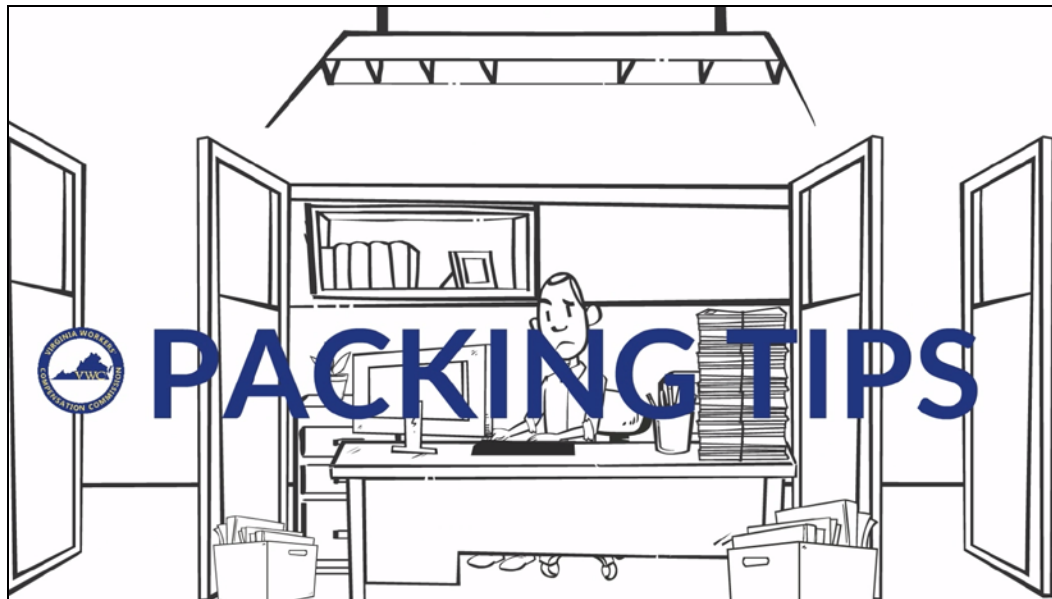
COMING SOON
December 13, 2017

Serving 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.

Virginia Workers' Compensation Commission's new headquarters
P: 1-877-664-2566 E: questions@workcomp.virginia.gov



[Packing Tips Video](#)







VWC HQ Move Communications Analytics

Six communications sent via Mailchimp


 Please update our information.
VWC is Moving
 Operations begin December 13, 2017





The Virginia Workers' Compensation Commission headquarters is moving to
333 E. Franklin Street, Richmond, VA 23219

This will consolidate business offices for VWC headquarters, including hearing locations, as well as VWC's insurance office, and the Virginia Victims Fund.


Operations begin December 13, 2017.

VWC Parking Information



MAILCHIMP COMMUNICATION

VWC is moving	2,140	31.1%	0.7%
Regular • Master List	Subscribers	Opens	Clicks
Sent on Tue, Sep 12, 2017 9:45 am			


VWC is moving (copy 02)
Scheduled

Regular • Master List

Scheduled for Wed, December 13th 8:00 AM



Head's up!

VWC Systems Will Be Down Temporarily



In preparation of the VWC headquarters relocation, all VWC systems, including phones, fax, email, and WebFile will be offline beginning at 5:00 p.m. on Thursday, November 9, 2017. All systems are expected to be online by 8:00 a.m. on Tuesday, November 14, 2017.

If you have any filing concerns, please contact the Customer Contact Center at 877-664-2566. Thank you for your patience.

The Virginia Workers' Compensation Commission headquarters is moving to
333 E. Franklin Street, Richmond, VA 23219
 Operations begin at this location December 13, 2017.

The new VWC headquarters will consolidate business offices, including hearing locations, VWC's insurance office, and the Virginia Victims Fund, officially the Criminal Injuries Compensation Fund.

MAILCHIMP COMMUNICATION

VWC Systems Will Be Down Temporarily!

Regular • Master List
 Sent on Mon, Oct 30, 2017 3:30 pm

768	25.1%	0.5%
Subscribers	Opens	Clicks

REMINDER- VWC Systems Will Be Down Temporarily! (copy 01)

Regular • Master List
 Sent on Fri, Nov 03, 2017 10:45 am

767	19.7%	0.8%
Subscribers	Opens	Clicks

REMINDER- VWC Systems Will Be Down Temporarily! (copy 02)

Regular • Master List
 Sent on Thu, Nov 09, 2017 8:45 am

2,162	18.5%	0.3%
Subscribers	Opens	Clicks

(Sent to Claims Adjusters & Attorneys for the first two sends. Sent to masterlist for the last send.)



VWC Has New Fax and Phone Numbers!

Please view the **Contact the Commission** page on our website for a list of updated key fax and phone numbers for Commission departments and employees.

MAILCHIMP COMMUNICATION

[Click Here](#) to go to the *Contact the Commission* page.

VWC Has New Fax and Phone Numbers!

Regular • Master List

Sent on Wed, Nov 29, 2017 3:15 pm

2,292

25.9%

10.3%

Subscribers

Opens

Clicks



All fax and phone numbers starting with 804-367 have been updated.

*The 367 phone numbers **no longer work**.*

All toll-free fax numbers have been updated to a local number.

*Starting **12/15/2017**, the toll-free fax numbers will **no longer work**.*



VWC HQ Move Communications Analytics 2017

Two communications posted to VWC on LinkedIn

Posted by Cindy Frost • 9/12/2017 • Sponsor now

Virginia Workers' Compensation Commission
3mo

VWC is moving! Business operations begin December 13th at 333 E. Franklin Street, Richmond VA 23219.

5 Likes

Like Comment

Organic Reach Hide stats

Targeted to: All followers

1,155	2.51%	20
Impressions	Engagement	Clicks
0		
Social Actions		

Impressions – The number of times an update was actually viewed.

Posted by Cindy Frost • 11/29/2017 • Sponsor now

Virginia Workers' Compensation Commission
2d

NOTE: The VWC Richmond Headquarters location is moving to 333 E. Franklin St. Richmond, VA 23219 on December 13th. Some VWC fax and phone numbers are changing with this move. Please visit our Contact Page for updated info ...see more

1 Like

Like Comment

Organic Reach Hide stats

Targeted to: All followers

199	3.52%	6
Impressions	Engagement	Clicks
1		
Social Action		



VWC HQ Move Communications Analytics 2017

Communications posted to VWC internal Portal website

New HQ - Video Updates

- [New Headquarters Update - October](#)
- [New Headquarters Update - September](#)
- [New Headquarters Update - August](#)
- [New Headquarters Update - July](#)
- [New Headquarters Update - June](#)
- [New Headquarters Tour](#)

New HQ - General Information

- [Operations Guide](#)
- [Frequently Asked Questions](#)
- [Conference and Break Room Names](#)
- [Fitness Area](#)
- [Trolley House Market](#)

New HQ - Moving Resources

- [Pack and Purge Day Information](#)
- [Packing Tips Video](#)
- [Move Schedule](#)
- [Move Manual](#)
- [Floor Plans](#)
- [Post-Move Report](#)

[New HQ Photos](#)

Portal HQ site also includes a parking map, construction timeline, and feedback form.


VWC LinkedIn Analytics 2017 – Jan. – Nov.

Became active in May, 2017. Gained 35 followers from May-December. Total followers: 266 Total posts: 8

Posted by Cindy Frost • 5/17/2017 • Sponsor now

Virginia Workers' Compensation Commission
7mo

Check out video highlights from our 2016 Annual Report:
<https://lnkd.in/dD77qiB>



processed 47,609 electronic claims. With

VWC 2016 Annual Report Highlights
youtube.com

Like Comment

Organic Reach Hide stats


Targeted to: All followers

454	0.22%	1
Impressions	Engagement	Click
0		
Social Actions		

Posted by Cindy Frost • 6/6/2017 • Sponsor now

Virginia Workers' Compensation Commission
6mo

Virginia Workers' Compensation Commission announces the relocation of its VA Beach Regional Office.



The Commission announces relocation of the Virginia Beach Regional Office.

The office remains in the current Pembroke One building:
281 Independence Blvd., Virginia Beach, VA 23462, with a move to the 3rd floor.

Relocation happens: June 5th – June 8th.
Normal operations begin in the new space Friday, June 9th.

New office address:
281 Independence Blvd., Suite 310, Virginia Beach, VA 23462.

Fax and phone numbers remain:
Phone: 757-648-7100
Fax: 757-552-1114

2 Likes

Like Comment

Organic Reach Hide stats


Targeted to: All followers

512	0.98%	3
Impressions	Engagement	Clicks
2		
Social Actions		

Posted by Cindy Frost • 7/19/2017 • Sponsor now

Virginia Workers' Compensation Commission
4mo

Registration is open for our 2017 Virginia Workers' Compensation Educational Conference, Oct. 24-25th, at the Richmond Convention Center. Join us!
...see more



Join us for the third annual Virginia Workers' Compensation Educational Conference.

VWC Educational Conference Video- New For 2017
youtube.com

3 Likes

Like Comment

Organic Reach Hide stats

Targeted to: All followers

1,197	2.01%	16
Impressions	Engagement	Clicks
8		
Social Actions		

Impressions – The number of times an update was actually viewed.



Posted by Cindy Frost • 8/18/2017 • Sponsor now

Virginia Workers' Compensation Commission
3mo

Have you subscribed to VWC's mailing list yet? Get our latest updates by subscribing here: <http://bit.ly/2ids4Cz>

Like Comment

Organic Reach Hide stats


Targeted to: All followers

634	1.42%	8
Impressions	Engagement	Clicks
1		
Social Action		

Posted by Cindy Frost • 9/12/2017 • Sponsor now

Virginia Workers' Compensation Commission
3mo

VWC is moving! Business operations begin December 13th at 333 E. Franklin Street, Richmond VA 23219.



5 Likes

Like Comment

Organic Reach Hide stats

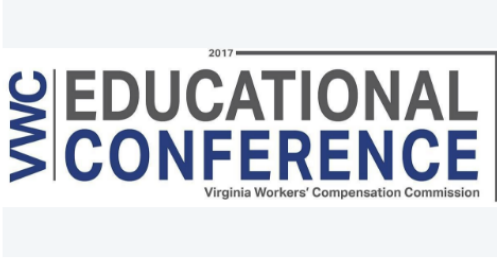
Targeted to: All followers

1,132	2.56%	20
Impressions	Engagement	Clicks
9		
Social Actions		

Posted by Cindy Frost • 9/28/2017 • Sponsor now

Virginia Workers' Compensation Commission
2mo

Less than 1 month away from the VWC Educational Conference! Have you registered yet? Learn more at: <https://lnkd.in/dsp-eRA>



3 Likes

Like Comment

Organic Reach Hide stats

Targeted to: All followers

921	1.52%	7
Impressions	Engagement	Clicks
7		
Social Actions		

Impressions – The number of times an update was actually viewed.




Posted by Cindy Frost • 11/1/2017 • Sponsor now

Virginia Workers' Compensation Commission
4w

Commission Chairman Receives National Award At The 103rd IAIABC Convention.
Read more here:

Commission Chairman Receives National Award At The 103rd IAIABC Convention



Chairman Wesley G. Marshall Receives National Award At The 103rd IAIAB...
mailchi.mp

5 Likes

Like Comment

Organic Reach Hide stats ^

Targeted to: All followers

631 Impressions	2.06% Engagement	7 Clicks
-----------------	------------------	----------

6 Social Actions

Posted by Cindy Frost • 11/29/2017 • Sponsor now

Virginia Workers' Compensation Commission
2d

NOTE: The VWC Richmond Headquarters location is moving to 333 E. Franklin St. Richmond, VA 23219 on December 13th. Some VWC fax and phone numbers are changing with this move. Please visit our Contact Page for updated info ...see more

1 Like

Like Comment

Organic Reach Hide stats ^

Targeted to: All followers

191 Impressions	3.66% Engagement	6 Clicks
-----------------	------------------	----------

1 Social Action

Impressions – The number of times an update was actually viewed.



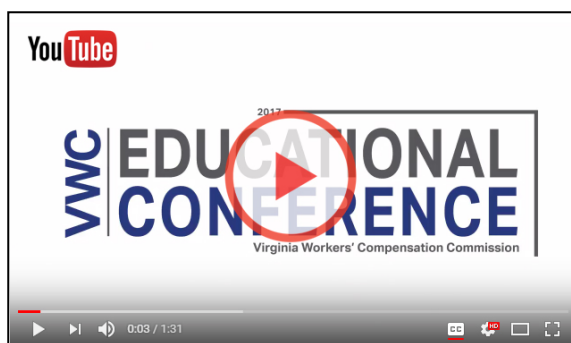
2017 VWC Educational Conference Highlights

New for 2017

- A video presentation was developed to welcome attendees to the 2017 VWC Educational Conference. Eric Bishop was featured in the video.
- The opening of the town hall meeting on Medical Fee Schedule was started with a video overview key points related to the new schedule. The video featured Drema Thompson.
- OSD captured attendee remarks on video to help with promoting the 2018 conference.
- An email campaign was started using MailChimp to capture metrics on effectiveness of electronic communications. The national average government email open rate is 26.33%.


2017 Promotional Video

Click the image below to view a video on the Commission’s YouTube channel. The video promoted our 2-day conference featuring speakers, vendors, employees and general attendees. To-date, it has obtained 930 views.



Conference Dates	Registration Dates	Conference Attendees	Conference Location
October 24 th and 25 th	July 21 st – October 25 th	~580 Total Attendees <ul style="list-style-type: none"> • 1 Sponsor • 37 Vendors • 19 Commission Volunteers • 56 Speakers • 24 Topics 	Greater Richmond Convention Center 351 North 3rd Street Richmond, VA 23219

Sent July 19, 2017: Registration Now Open. *COVA version sent 7/25.




2017
WVC EDUCATIONAL CONFERENCE
Virginia Workers' Compensation Commission


Virginia Workers' Compensation Commission
EDUCATIONAL CONFERENCE
October 24-25, 2017
Greater Richmond Convention Center
REGISTER TODAY!

REGISTRATION NOW OPEN


EARLY BIRD RATE →



BOOK YOUR HOTEL
SPECIAL CONFERENCE RATE
Richmond Marriott Hotel



MOBILE-FRIENDLY
CONFERENCE
SCHEDULE




YouTube

Conference Overview

The [Virginia Workers' Compensation Commission](#) and the [International Workers' Compensation Foundation](#) are jointly sponsoring an Educational Conference which is unique in Virginia. The goal of this conference is to educate all those who participate in the Virginia workers' compensation system regarding current rules, procedures, policies and forms, and to provide an opportunity for dialogue among these participants.

Questions? Email us [here](#).



Has this email been shared with you? Get WVC Educational Conference news and updates emailed directly to you by [subscribing here](#).

Sent to MasterList-
2,160 ppl

31.2% Opens

9.6% Clicks

Sent August 1, 2017: Save the Date- UEF *RSVP with link sent 9/18.

Email not displaying correctly? [View it in your browser.](#)

The image is a promotional graphic for a 'Save the Date' event. It features a dark background with a city skyline and a bridge. In the top left corner is the VWC 2017 Educational Conference logo. The main text reads 'Save the Date' in a large, white, sans-serif font, with 'the' in a smaller font between 'Save' and 'Date'. Below this is 'UEF MEETING' in a slightly smaller white font, followed by 'October 24, 2017' in a white font. In the bottom right corner, there is a white-bordered box containing the text: 'VWC Educational Conference', 'located at the Richmond Convention Center', '10:00 a.m. - 12:00 p.m.', and 'Room E21A'.

Save the Date! The [Virginia Workers' Compensation Commission](#) will host the annual UEF Meeting at the Richmond Convention Center on October 24, 2017 from 10:00 a.m. - 12:00 p.m. in Room E21A. An RSVP will be sent in the coming weeks.

The [Virginia Workers' Compensation Commission](#) and the [International Workers' Compensation Foundation](#) are jointly sponsoring an Educational Conference, held Oct. 24-25, 2017. Visit the [Educational Conference website](#) for more details.

Questions? Email us [here](#).

***Sent to 11 people**

80% Opens

10% Clicks



Has this email been shared with you? Get VWC news and updates emailed directly to you by [subscribing here](#).

Copyright © *2017 Virginia Workers' Compensation Commission, All rights reserved.

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe from this list](#).

Sent 8/2/17- Commission Generated Forms, Give us Feedback *Resent 9/18/17



The Commission is presenting a workshop for attorneys at the upcoming [VWC Educational Conference](#), October 24-25, 2017, to address the impact of Commission-generated forms and notices. The Commission will target topics based on your feedback in the survey below.

We value your input.
Please take a moment to complete the survey below.

[Take the Survey](#)

Please complete survey by September 15, 2017.

***8/2: Sent to Masterlist- 1,159**

27.9% Opens

9.2% Clicks



[Learn more about the 2017 VWC Educational Conference.](#)



***9/18: Resent to Masterlist- 1,159**

21% Opens

5% Clicks

Sent 8/17/17: MFS Hot Topic, Sessions to Attend

2017
VWC EDUCATIONAL CONFERENCE
Virginia Workers' Compensation Commission

**Hot Topic-
Medical Fee Schedule**
It's coming fast. Be in the know.

Join the discussion at the VWC Educational Conference to learn more about Virginia's 2018 Medical Fee Schedule (MFS).

Two MFS Sessions

Is Change Always A Challenge?

Attend the Commission's panel discussion with Oliver Wyman and Certified coders, as well as an introduction to the new MFS Department and the process of becoming a fee schedule state.

Town Hall- MFS Advisory Panel/Commission Update

Don't miss our town hall wrap-up session! The MFS Advisory Panel will answer questions and share details on next steps for exclusions from the fee schedule.

REGISTRATION NOW OPEN
EARLY BIRD RATE →

LEARN MORE
YouTube

Has this email been shared with you?
Get VWC Educational Conference news and updates emailed directly to you by [subscribing here](#).

***Sent to Masterlist-
1,141**

37.2% Opens

7% Clicks

Sent 8/24/17- Promoting Workshops

Email not displaying correctly? View it in your browser.

2017
VWC EDUCATIONAL CONFERENCE
Virginia Workers' Compensation Commission



NEW FOR 2017
Workcomp
WORKSHOPS

Strategies for success in a hands-on learning environment.

VWC Educational Conference Workshops

- [WEBFILE FORUM](#)
- [AWARDS & CALCULATION ISSUES](#)
- [IMPACT OF FORMS, NOTICES, & FILINGS](#)
- [INSURANCE ONLINE SERVICES](#)
- [ELECTRONIC DATA INTERCHANGE](#)



LEARN MORE
YouTube

Register

Questions? Email us [here](#).



*Sent to Masterlist-
1,138

28.6% Opens

5.7% Clicks

Sent 9/8/17- Promoting CEU's, *Resent 9/19

Get Continuing Education Credits at the VWC Educational Conference!



MAKE IT COUNT.

Get Continuing Education Credits at the Virginia Educational Conference!

Continuing Education Credits Available Include:

- **Rehabilitation Providers:** CEU hours for CRC, CCM, CDMS
- **Attorneys:** MCLE hours and CEU hours for Ethics (**pending*)
- **HR Professionals:** PDCs for SHRM
- **Certified Mediators:** CEU hours for CME
- **Insurance Agents & Brokers:** CEU hours for Ethics and Property & Casualty

Looking for other credits?

A Certificate of Completion will be available to apply for credits within a discipline that has not been pre-approved for the conference.

[REGISTER HERE](#)



Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.

***Sent to Masterlist-
1,132**

19.9% Opens

1.9% Clicks

***Resent 9/19 to
Masterlist- 1,132**

18% Opens

1.5% Clicks

Sent 9/13/17- Early Bird Ending Friday

Early Bird Rate Ends Friday for the VWC Educational Conference



EARLY BIRD REGISTRATION ENDING SOON!

**TWO DAYS
TO SAVE!**

PROMO ENDS SEPTEMBER 15th

REGISTER NOW

REGISTER BY CLOSE OF BUSINESS SEPTEMBER 15TH FOR REGISTRATION DISCOUNT.

*Sent to Masterlist-
1,125

21% Opens

4.4% Clicks

The [Virginia Workers' Compensation Commission](#) and the [International Workers' Compensation Foundation](#) are jointly sponsoring an Educational Conference, held Oct. 24-25, 2017. Visit the [Educational Conference website](#) for more details.

Questions? [Email us](#) or call 386-677-0041.



Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.

Sent 10/10/17- Connect

2017 VWC EDUCATIONAL CONFERENCE
Virginia Workers' Compensation Commission



#2017VWC

CONNECT

Our mobile-friendly website has everything you need during the conference. Check out the conference schedule, attendees listing, session details, maps and more. Session materials will be available for download prior to the conference.

Share what you're hearing and seeing this year!

#2017VWC

There's still time to register! Join us October 24-25th, 2017.

[Conference Registration](#)

[Link](#) [YouTube](#) [Link](#) [Email](#) [LinkedIn](#)


Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.

***Sent to Masterlist-
1,914**

22.9% Opens

2.4% Clicks

Sent 10/16/17- Conference 1 week away, materials available



2017
WWC EDUCATIONAL CONFERENCE
Virginia Workers' Compensation Commission


Virginia Workers' Compensation Commission
EDUCATIONAL CONFERENCE
October 24-25, 2017
Greater Richmond Convention Center

**ATTENDEE MATERIALS
NOW AVAILABLE**

DOWNLOAD HERE →

REGISTER ONLINE

**MOBILE-FRIENDLY
CONFERENCE
SCHEDULE**



Conference Overview

The [Virginia Workers' Compensation Commission](#) and the [International Workers' Compensation Foundation](#) are jointly sponsoring an Educational Conference which is unique in Virginia. The goal of this conference is to educate all those who participate in the Virginia workers' compensation system regarding current rules, procedures, policies and forms, and to provide an opportunity for dialogue among these participants.

***Sent to Masterlist-
1,116**

30.5% Opens


12.6% Clicks

***Also sent to
targeted new
attendees - 236**

60% Opens

44% Clicks

Sent 10/23/17- Final details, registration, parking, etc.



VWC Educational Conference, October 24 - 25

There is still time to [register](#). Check out our [mobile-friendly website](#) for the latest event details. See you Tuesday at the Greater Richmond Convention Center!

QUICK LINKS

- [Conference Schedule](#)
- [Conference Session Materials](#)
- [Parking Information](#)

Questions? [Email us here](#).

Has this email been shared with you? Get VWC Educational Conference news and updates emailed directly to you by [subscribing here](#).


Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe from this list](#)

***Sent to Masterlist-
1,339**

32% Opens

18.8% Clicks

Sent 10/25/17- Post-conference Survey & attendee materials reminder, *Resent 11/01/17



Share Your Thoughts

VWC EDUCATIONAL CONFERENCE
Vocational Workers' Compensation Commission

Provide feedback and download conference material


CONFERENCE SURVEY
To continue to improve and ensure next year's Conference is the best one yet, your feedback is needed. The full conference survey will take just two minutes of your time.

[Conference Survey](#)

ATTENDEE MATERIALS
Presentations and handouts from the Convention are available on the conference mobile website.

[Materials Here](#)

Thank you for joining us!



Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.

***10/25 - Sent to
Conference
Attendees- 515**

43% Opens

20.5% Clicks

***Resent 11/01 to Conference
Attendees- 515**

