

VWVC

Quarterly Report

April, May, June **2017**



Q2

January

February

March

April

May

June

July

August

September

October

November

December

Disclaimer:

This report portrays metrics for the 2nd quarter of 2017
(April, May, June).

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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

The assessment of VWC's strengths, weaknesses, opportunities and threats is completed; action plans are developed, ensuring strong internal controls are in place and full compliance with COVA regulations.

Claims Services

Awards training continues with various partners, with very positive feedback on the impact of this initiative. A revised claim for benefits form is being developed; the COLA correspondence has been revised, to assist claimants with Social Security Administration requirements.

Correspondence Management

The assessment of the undeliverable mail initiative is continuing; plan to address includes website modifications, confirmations via phone calls of claimant addresses. Additional Outbound Mail Team Members were hired.

EDI - Quality Assurance

Backlog of tasks are receiving the proper attention; our EDI program remains one of the strongest in the country with Report Cards and training initiatives.

Financial Services

The Auditor of Public Accounts (APA) audit has concluded; no major issues are anticipated in the final report. VWC's financial condition remains strong.

Human Resources

A new HR Manager, Crystal Stephenson, was hired. EAW was conducted the first week of May, recognizing the importance of VWC's workforce and all employees. The new Training Request and Educational Assistance Form has been implemented and all business travelers have been trained on the updated requirements. Expanded telework (2 days/week) continues to be piloted.

Information Systems

The Development Team continues to successfully design various system enhancements to CASPER under the release process.

Executive Director Update

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.

Judicial

The Manassas Regional Office Open House was held April 5th with approximately 50 attendees. The Commission also visited the Fairfax Regional Office and visits to the other regional offices are scheduled.

Medical Fee Services

The medical fee schedule was approved by the Commission on April 10. The MFS Team has been hired including a Manager, Drema Thompson, two FT and one PT Analyst. A public hearing on the MFS was conducted in May and included a public comment period.

Outreach Services

Marketing/branding initiatives were highlighted at the 2017 SAWCA Convention in Pinehurst, NC. Promos for the 2017 Educational Conference, scheduled for October 24-25, are developed, including a video. The 2016 Annual Report was finalized and disseminated.

Project Management

VWC's new Richmond Headquarters will be located at 333 E. Franklin Street. A moving schedule has been developed, commencing on November 11. Employee concerns are being addressed, Move Ambassadors have been appointed and a monthly update is being provided to all of VWC.

Virginia Victims Fund

Various outreach and training initiatives are underway. SAFE claims are increasing significantly. Federal grant requirements continue to be addressed.



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

APRIL

- Jody Jiral has consistently been very reliable in organizing special events at the Commission. She was asked, and quickly took on the challenge, to plan and execute the reception for the Special Commemoration for the late Commissioner Roger L. Williams. Jody planned the menu and organized all requirements for the reception, including the decorating.
- Nancy Truman has assisted the Commission for many, many years in a very effective manner. When the Executive Director was in need of assistance with the Commission Meeting packet at the very last moment due to her administrative assistant vacancy, Nancy did not hesitate to prepare the packet in a very effective manner, lending her expertise and ensuring that the information was accurate and ready for timely distribution.
- Lisa Whitesides and Reyna McArthur reviewed VVF's redesigned program brochures, ensuring that the newly offered Spanish versions were accurate, offering an innovative communication tool for bilingual customers.

MAY

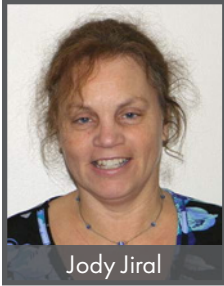
- Billy Crawford, Vivian Lane, Aubrey Chigwada, Stephanie Sweeney, Erin Bishop, Suzanne Soule, Linda DeLamorton, Gina Swiger, Helen Conley, Debbie Blevins and Tom Lowry all exhibited the core values of being innovative and effective in recent mediation efforts, impacting hundreds of injured workers, employers and insurers.
- Brooke Anne Hunter, Erin Bishop, Colby Painter, Chris Branham, Drema Thompson, Mechelle Esparza Harris, Vivian Lane, Debbie Blevins, Claudia Farr, Jim Szablewicz, Doug Singlemann, Linda DeLamorton, and Gina Swiger all exhibited the core values of effectiveness and accountability in the design of the proposed MFS dispute resolution process.
- Stephanie Brewer, Amy Pearson, and Victoria Rothwell, were quite effective in the design and delivery of the held travel training. Training sessions were held for all VWC business travelers on current policy requirements for COVA/VWC travel.
- A Claimant contacted the ADR Department about the effective and reliable services received with Victoria Morgan. "I feel like I mattered and that she was there to guide me through the process as a neutral entity. They are an awesome bunch in that Department! Thank you!"
- Helen Conley has been assigned to assist the Centennial Committee in the planning of various activities for the 100th Anniversary of VWC, scheduled during 2018-2019. Helen assessed various input from all employees from a recently held survey and from the Centennial Committee to come up with a recommended celebration timeline of events and work plan.

JUNE

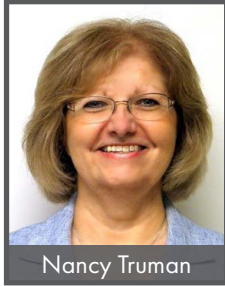
- A Claimant called and wanted to speak with the Executive Director, Evelyn McGill regarding the exemplary customer service he received with TiKeye Cosby. "She has the patience of a saint; she did everything and then some to assist me. She helped me to set up my online profile for Web File, answered all of my questions. Often you get complaints, but rarely a compliment. I just had to call to say thank you."

VWC Management Philosophy

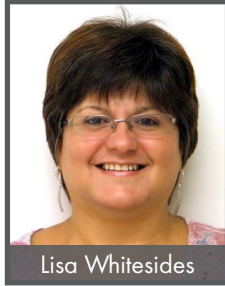
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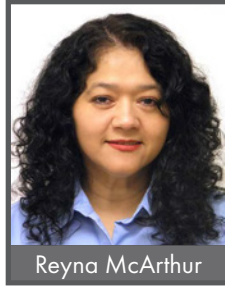
Jody Jiral



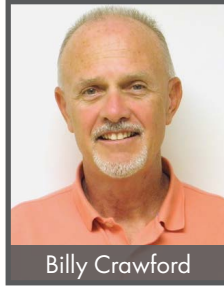
Nancy Truman



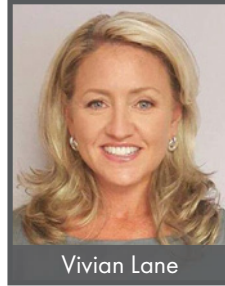
Lisa Whitesides



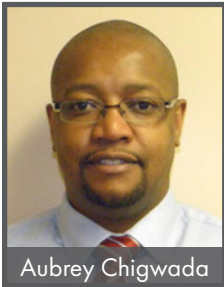
Reyna McArthur



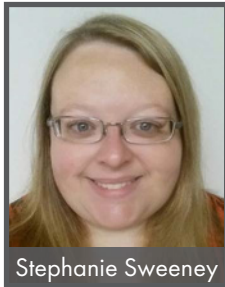
Billy Crawford



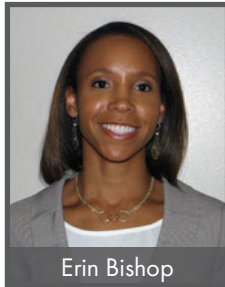
Vivian Lane



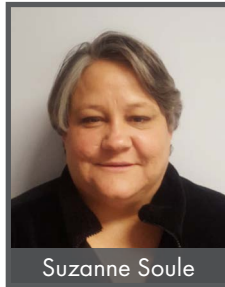
Aubrey Chigwada



Stephanie Sweeney



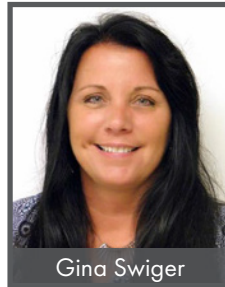
Erin Bishop



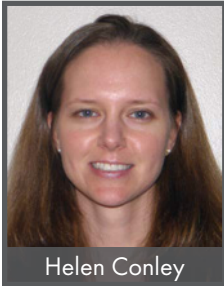
Suzanne Soule



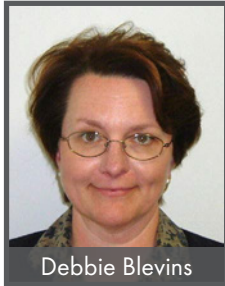
Linda DeLamorton



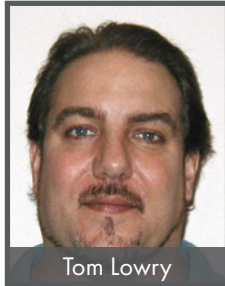
Gina Swiger



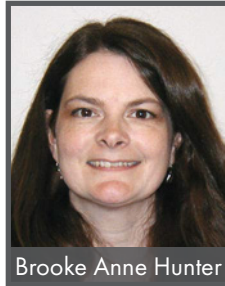
Helen Conley



Debbie Blevins



Tom Lowry



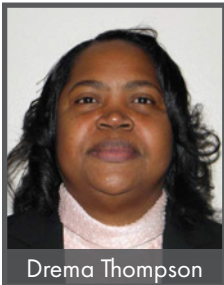
Brooke Anne Hunter



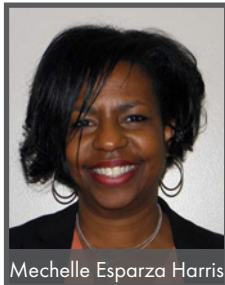
Colby Painter



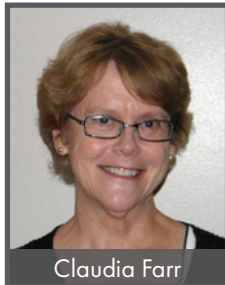
Chris Branham



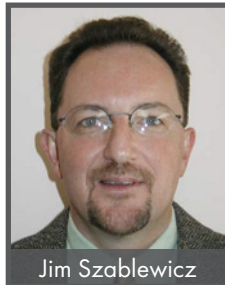
Drema Thompson



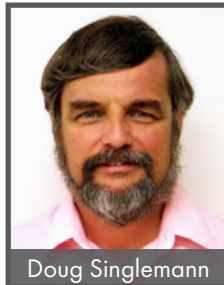
Mechelle Esparza Harris



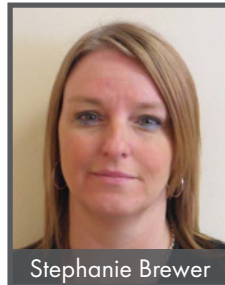
Claudia Farr



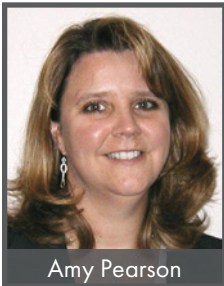
Jim Szablewicz



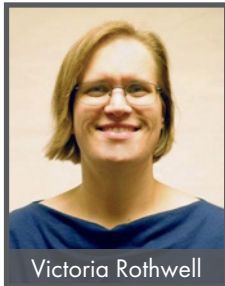
Doug Singlemann



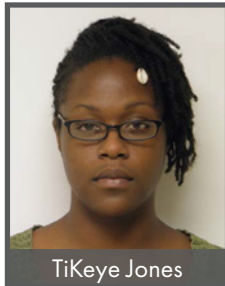
Stephanie Brewer



Amy Pearson



Victoria Rothwell



TiKeye Jones

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.

- All employees have been updated on the Commission's travel and training policy. Security awareness training is underway and a new position is created and will be filled by someone, who will ensure that policies are up to date and employees are trained as needed.

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

- All supervisors were provided "Leadership and Management Excellence" training by the Director of Executive Leadership and Coaching, VCU School of Business.
- 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.
- The Leadership and Career Development Council's Sub-Committees of all Assistant Managers, Supervisors and Team Leaders are discussing their roles, challenges and strategies to enhance leadership.
- Suggestions from employees are reviewed and implemented where possible.

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

- The Front Burner Top 10 Report is provided in the Commission Currents Newsletter, keeping all employees updated on key 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 are welcomed via the suggestion box and various surveys that are conducted. A community service committee has been organized and various volunteer initiatives are underway including assisting the elderly, disabled and students.
- New regional offices have been established in Manassas, Bristol and Virginia Beach; these Offices provide state of the arts work environments, strong security and a healthy environment for the Regional Office Teams in those locations.

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

- Security assessments of all VWC offices have been completed; new/enhanced security measures have been designed and implemented.

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

- VITA's auditing service has been secured to ensure that the Commission's Security plans are audited as required for full compliance.

Administration

Accountable

- A review of key business processes, policies and procedures is being conducted to ensure that strong internal controls are in place and that the Commission complies with all state of Virginia rules and requirements.
- An audit of the payroll processes and internal control requirements was conducted by the Auditor of Public Accounts. No significant findings are anticipated in the final report.

Effective

- The VWC's new state of the art Richmond Headquarters will be located at 333 E. Franklin Street in Richmond, Va.; free parking for current employees will be provided.

Impartial

- An employee survey on gathering ideas on how to celebrate the Commission's 100th Anniversary was conducted.
- The Centennial Committee will present the proposed 100th Centennial Celebration program to the Commission for review and approval at the next meeting.

Innovative

- The Community Services Committee has been established and programs to the disabled, student groups and various other needy individuals are being established and delivered.
- A New Headquarters webpage on the intranet has been designed with various information and videos on the Commission's new headquarters, with a planned move later this year.

Integrity

- The Commission's Code of Ethics is reiterated with all employees during the annual evaluation process.
- Core values were stressed during the Leadership Event training provided in May to all supervisors, especially the importance of being honest, truthful and having integrity.

Reliable

- Several employee suggestions continue to be implemented as submitted via the suggestion box.
- The Medical Fee Schedule has been approved and will be implemented on January 1, 2018.

Respectful

- VWC's branding/marketing efforts are highly regarded and were showcased at the 2017 SAWCA Convention in Pinehurst, North Carolina.
- The medical fee schedule was the highlight of the 2017 Self Insured's Annual Meeting in Williamsburg, with the Commission presenting an overview of the initiative, along with Oliver Wyman, the actuarial services firm.

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 ADR and with the Change in Condition claims in order to achieve faster claims resolution, and work closely with EDI in the managing and monitoring of the variance process.

- CSD staff worked closely with ADR in the handling of a large volume of medical provider claims resulting in one expansive mediation effort on the issue.

2. Continuous review of CSD procedures such that CSD can achieve the most streamlined claims/awards process possible.

- Various Claim's Services documents such as the Claim for Benefits and the COLA Request form are under review.
- CSD staff worked on the creation of a Coal Workers' Pneumoconiosis form.
- Hold bi-weekly meetings with Systems Analyst to rank tickets and document any issues with CASPER.
- CSD Asst. Manager is working on the UEF RFP.
- CSD Management worked with the Systems Analyst for the 6.4 release to get the new Variance Process and Payments tab online.

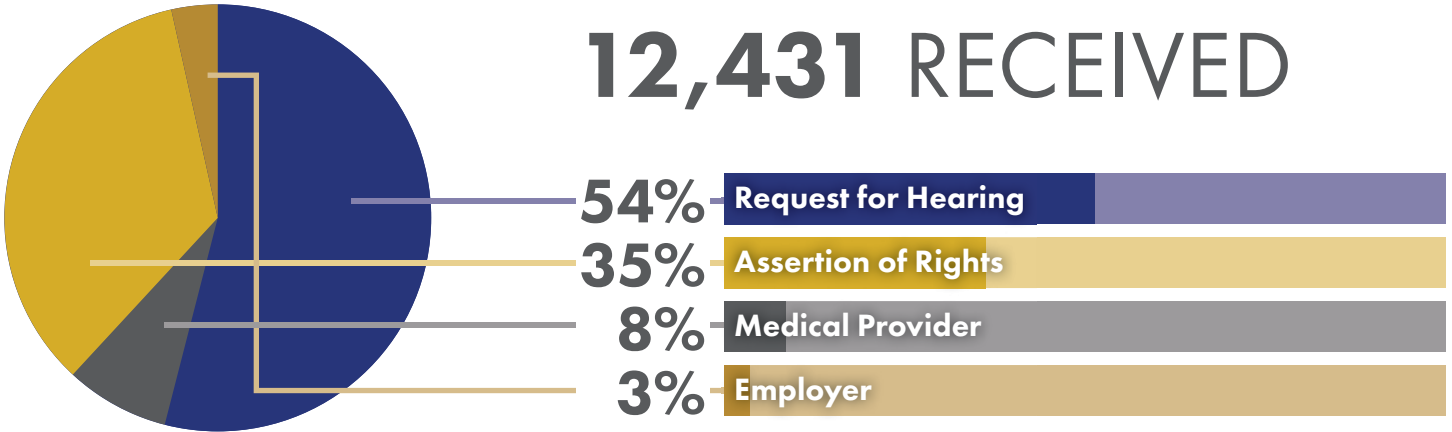
3. Ongoing career development of CSD employees by making available access to both internal and external trainings and participation in outreach trainings.

- CSD staff updated the Quick Reference Guide for training our stakeholders.
- CSD Manager provided workers' compensation presentations to employers at Virginia Employment Commission Conference in May.
- Various staff participated in Offsite STAR12 training.
- CSD staff participated in UPL training.
- CSD Manager and Asst. Managers participated in leadership training with Dr. Jean Gasen in May.
- CSD Manager attended a GENEX & OneCall Symposium.
- CSD Claim Services Technical Liaison traveled to offices of various stakeholders and provided PowerPoint presentation and training on topics such as an overview of awards processes and award agreements.
- CSD's Technical Liaison provided internal training sessions to staff.
- CSD Manager and Asst. Manager attended a June meeting of the Virginia Self-Insurers Association meeting in Williamsburg.

4. Improve department morale by promoting and encouraging employees to build collegial relationships with one another. Encourage employees to always keep in mind the agency's Mission, Vision and Values.

- CSD team members were acknowledged for exemplifying the Commission's Mission, Vision and Core Values.
- CSD Management participated in a discussion with PMO to develop criteria for Variance Tasks.
- CSD staff continue to work on the Centennial Committee.
- CSD staff attended the Manassas Open House.
- CSD Management participated in the Commission's three year project and initiatives roadmap planning.
- CSD Asst. Manager is assisting with the 2017 Educational Conference.

CASPER Claims/Applications



Completed Tasks

15,834 PROCESSED



Printed Award Orders



11,243 GENERATED



Correspondence Management - Goals

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

1. Implement a new retention schedule and reclassify current files stored at the Library of Virginia.

- CMD staff reviewed 3,446 files during Quarter 2 for appropriate file retention disposition.

2. Strive to maintain lowest cost for outgoing correspondence by continuing to research and implement cost saving measures.

- CMD Outbound Mail continues to take advantage of First Class pre-sort postage savings. During Quarter 2, pre-sort savings amount to \$35,030.70.

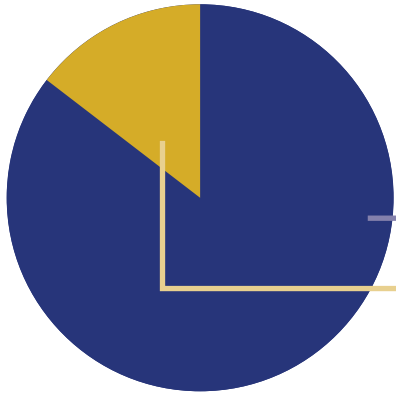
3. Strive to effectively and efficiently manage incoming correspondence within 24-36 hours of receipt.

- CMD identified **71%** of all incoming correspondence within 24 hours of receipt.

4. Distribute tasks/documents/files accurately and efficiently to Commission departments/employees for review and action.

- In Quarter 2, CMD staff achieved an accuracy rating for this goal of 99.5%.

Outbound Mail



504,878 VOLUME

\$205,168 COST

\$35,030 PRE-SORT SAVINGS

Incoming Documents

49,483 TOTAL

16,672 FAXES

12,685 RETURNED MAIL



Production Output

1,957,813 PRINTED PAGES

257,807 SCANNED PAGES

116,619 COMPLETED TASKS

Top 5 Printed Documents

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

iProcurement

\$7,476

Envelopes

+ \$6,914

Paper

\$14,390 SUPPLY COST

Courier Costs

\$816.63



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.

- Offered training session to our general public to assist with EDI submission issues.

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

- Issued 36 penalties/fines in Quarter 2 to companies not in compliance.

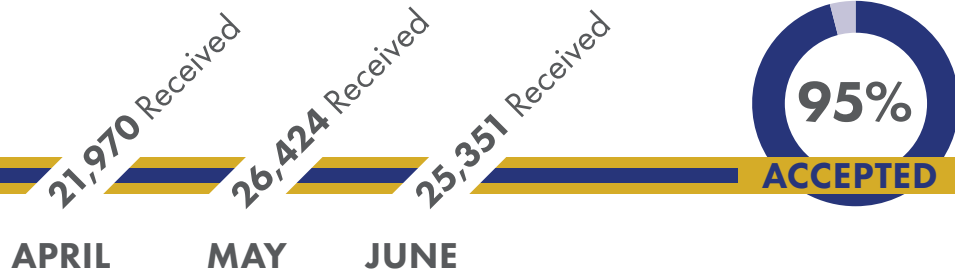
4. Continue to monitor our overall EDI program and CASPER functionality related to our EDI program.

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

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

FROI Submissions

73,745 RECEIVED

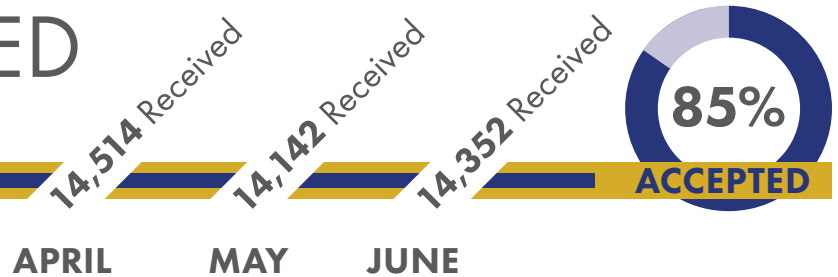


1,370 LATE FROI SUBMISSIONS

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

SROI Submissions

43,008 RECEIVED



Open Flagged Transactions

784

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



Penalties and Fines Issued

36 PENALTIES

\$9,000 FINES



CASPER Tasks

19,710 Completed

14,860 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 is scheduled for 2018.

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

2. Successfully and accurately implement a portion of the Commission Financial Accounting System-Self-Insurance, Accounts Receivable and Collections for 2017. Tax development and design will begin in 2017. Voucher/1099, Bonds, Box Inventory, Travel Advances and Subpoenas will be built and finished in subsequent years.

- 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 to 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 are in the works. The Self-Insurance Financial Operating System (SIFS) has thirty SI data file quality reviews completed through June 30, 2017. SI file data reviews consist of matching all previous SI data sources (by Individual Self-Insured) against data currently housed in the new SIFS finance portal for accuracy and amendment when required.

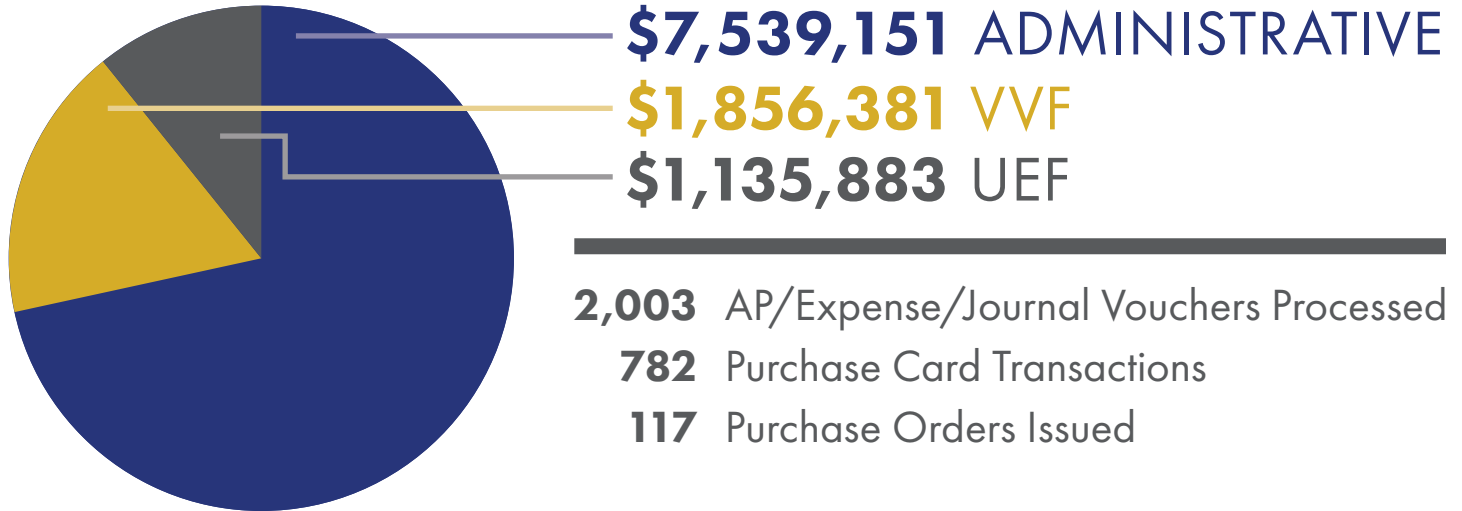
3. Finalize the Self-Insurance policy and procedure manual.

- The VWC Self-Insurance Policy and Procedure Manual has been completed.

4. Establish written procedures for the examination and annual audit of Self-Insurance security instruments held.

- Written procedures for the examination and annual audit of Self-Insurance security instruments were finalized January 9, 2017. The first Self-Insurance Security Annual Internal Audit was completed March 1, 2017. A Financial Examiner was hired May 2017 and the inventory examination of securities began June 1, 2017. This process has also been made a part of the Self-Insurance policy and procedure manual.

Expenditures



Revenue

| | |
|-----------------------------------|-------------------------------------|
| \$1,309,625 VVF REVENUE | 2,996 CHECKS PROCESSED |
| \$841,709 UEF REVENUE | 170 CREDIT CARD TRANSACTIONS |
| \$6,690,977 ADMIN. REVENUE | |

Vendor Maintenance

1,398 VENDORS/CLAIMANTS TO DATE

- **1,044** CLAIMANTS
- **354** VENDORS

225 VENDORS/CLAIMANTS ENTERED

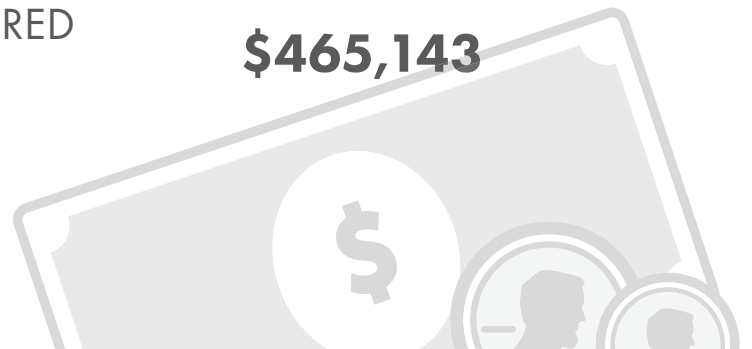
- **155** CLAIMANTS
- **70** VENDORS

UEF Recoveries

\$47,997

Fines Paid

\$465,143



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



13 NEW HIRES | **7** WAGE EMPLOYEES | **3** PROMOTIONS | **2** TRANSFERS
9 SEPARATIONS

Job Posting Status

4 ACTIVE POSITIONS **9** POSITIONS TO BE POSTED **2** OPEN POSTINGS
7 SCREENINGS **7** INTERVIEWS HELD



Training Sessions

85 ATTENDEES AT ADOBE ACROBAT DC DEMONSTRATION
30 ATTENDEES AT TRAVEL REGULATIONS & REIMBURSEMENTS
10+ ATTENDEES AT LYNDA.COM TRAINING INTRODUCTION & DEMO
6 NEW EMPLOYEE ORIENTATION



Recognition

58 PERFORMANCE EVALUATIONS
49 SERVICE AWARDS PROCESSED AND ORDERED
47 HIGHLY COMMENDABLE FORMS PROCESSED
41 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 **99.87%**. Business Hours (8:00 am -5:30 pm) up-time is **99.66%**.

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

- Overall Application up-time is **99.87%**. Business Hours (8:00 am -5:30 pm) up-time is **99.66%**.

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: **88%** (29 of 33 total outages) have been resolved within 4 hours or less.
 - 1st Quarter: **78%** (15 out of 19 outages) were resolved within 4 hours or less.
NOTE: The four outages resolved outside the 4-hour resolution window were external dependencies related to Verizon outages outside of VWC's control.
 - 2nd Quarter: **100%** (14 of 14 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.

- **82%** of standard tickets have been resolved within 2 days or less.

5. Complete Desktop Refresh by June 1, 2017.

- **100%** complete before June 1.

Release Tickets

269

SOFTWARE TICKETS IMPLEMENTED
FOR CASPER/WENDY & WEBFILE 6.4.0 RELEASE

Service Desk Tickets

1,201
CREATED

1,198
RESOLVED

30
ACTIVE

Equipment/Software Updates Completed

2017 PC Refresh

100%



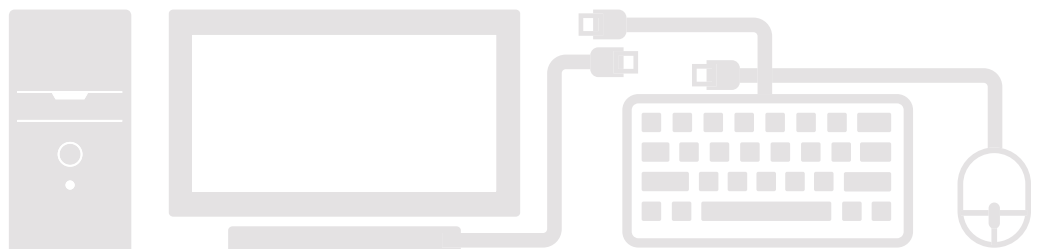
Windows 10, Ver. 1607 Anniversary Update

100%



Windows 10, Ver. 1703 Creators Update

80%



Insurance - Goals

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

1. Make an impact on Employers' compliance with the Act throughout the Commonwealth utilizing the Investigation unit.

2. Promote the VENCA website, and encourage inter-agency collaboration to resolve reported issues.

3. Promote the use of the Insurance Department's online services.

4. Reduce the number of late Carrier filings, through education and the fine process.

5. Ensure PEO Assessment Compliance.

Customer Service

3,671 PHONE CALLS



1,554 EMAIL INQUIRIES



| | | | |
|-----------------------|------------|-----------------|-----------------------|
| Top 3 Contact Reasons | Compliance | Contractor Call | Rejection of Coverage |
|-----------------------|------------|-----------------|-----------------------|

Carrier Compliance

Employer Notification

47 NOTICES ISSUED
 32 ORDERS ISSUED
 0 REFER TO HEARING

Total Fined Amount
\$16,000

Late Filings

810 POLICIES
 133 CARRIERS FINED

Total Fined Amount
\$202,500

Employer Compliance

36% RESOLVED WITHOUT ISSUING NOTICE

1,325 SUBPOENAS ISSUED 274 REFERRED TO DOCKET

Prosecutions

24 CEASE & DESIST
 0 WARRANTS ISSUED
 0 HEARINGS

Investigations

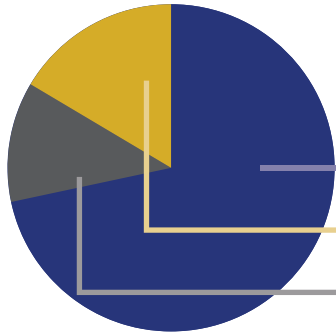
95 STILL UNDER INVESTIGATION
 37 EMPLOYERS COMPLIANT
 33 NOTICES ISSUED
 28 ORDERS ISSUED

PEO Monitoring

350 NEW REGISTRATIONS
 259 TERMINATIONS
 58 PENALTY LETTERS ISSUED



Docket Referrals

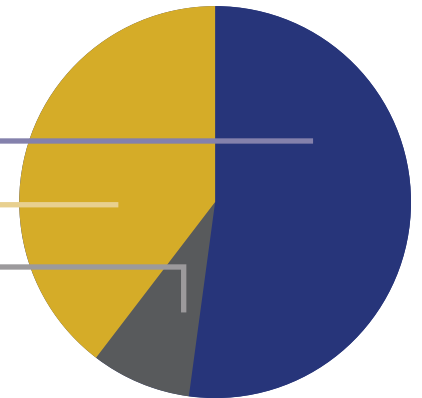
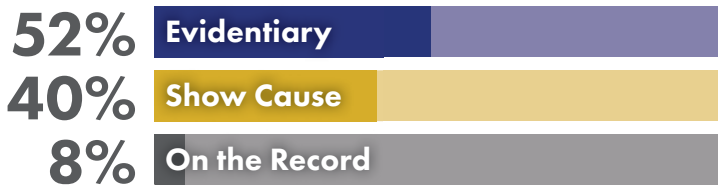


3,115 Total



Opinions Issued

957 Total



218 REFERRALS TO REVIEW DOCKET
213 REVIEW OPINIONS ISSUED
25 APPEALS TO COURT OF APPEALS

Settlements

1,440 Settlements Approved

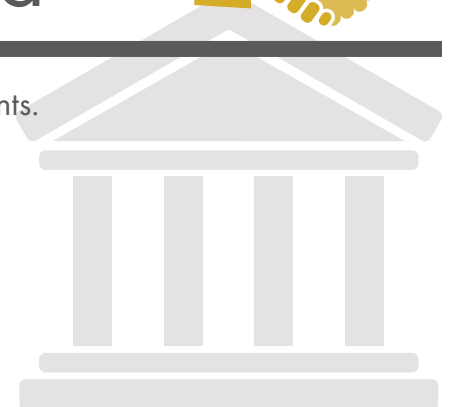


Aggregate Attorney Fees Awarded in Connection with Approved Settlements.

\$10,881,953

Total Aggregate Value of Settlements.

\$74,613,885

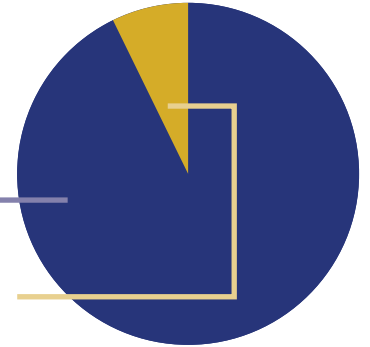


Case Referrals

3,313 OPENED

3,073 ISSUES CASE REFERRALS

240 FULL & FINAL CASE REFERRALS



Issue Facilitations

Over **44%** resulted in settlement of all or some of the issues.

Issue Mediations

Over **68%** resulted in settlement of all or some of the issues.

Full & Final Mediations

Over **75%** Full & Final Mediations resulted in settlement.

CALENDAR

550 Events Held

- 424 ISSUE MEDIATIONS/FACILITATIONS
- 117 FULL AND FINAL MEDIATION
- 9 ORIENTATION SESSIONS



ADR CASPER Tasks

13,717 COMPLETED



55% INCREASE IN ADR EVENTS
COMPARED TO 2ND QUARTER OF 2016



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.

- The medical fee schedules were approved on June 13, 2017.
-

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

- Ground Rules identifying best practices for the application of the medical fee schedules were approved on June 13, 2017.
-

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

- Preliminary approved medical fee schedule dispute resolution posted on Commission's website for public comment.
-

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

- Medical Fee Services Department website developed.
- Links to applicable Workers' Compensation Statute established.
- Medical Fee Schedule, Ground Rules, and dispute resolution documents uploaded to Medical Fee Services Department page for public viewing.

MFS Timeline

April 10, 2017

- Commission meets to review and approve Medical Fee Schedules.
- Medical Fee Schedule, as preliminary approved by the Commission, posted on the Commission's website for public viewing and comment.

April 10 - May 10, 2017

- Public review of the medical fee schedule and comment period via the Commission's website.

May 13 - May 22, 2017

- Medical Fee Schedule Regulatory Advisory Panel/Oliver Wyman/Commission review summary of public comments and determine if further changes will be made to the regulations, ground rules or schedules.

May 23, 2017

- Public Hearing will be held at the Virginia Workers' Compensation Commission, 1000 DMV Drive, Richmond Virginia 23220, Courtroom A at 8:30am.
- Medical Fee Schedule Regulatory Advisory Panel/Oliver Wyman/Commission review public hearing comments and determine if further changes will be made to the regulations, ground rules or schedules.

June 16, 2017

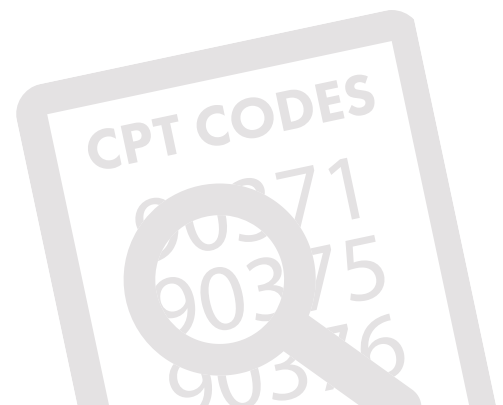
- Approved Medical Fee Schedules and ground rules posted on the Commission's website for public viewing.

June 13, 2017

- Commission meets to review Medical Fee Schedules, ground rules, dispute resolution process and supporting documents for final approval.

June 19, 2017 – July 19, 2017

- Preliminary approved Medical Fee Schedule Dispute Resolution Process posted on Commission's website for public comment.



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 94 in Q2 2017. A departmental quality assurance score of **96%** was achieved in Q2 which has remained consistent since July 2016.
- Two additional contact center specialist joined the department in Q2 2017.

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

- An internal project has been established to test a new push/pull process to update content without overwriting the entire website. Scenarios are being developed to write requirements on the new content promotion process that will be ideal for future website content updates and other online tools developed in Drupal.

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

- The Commission was updated in Q2 on metrics the OSD department has been tracking through various marketing channels.
- MailChimp is being utilized to capture email subscribers and track all email communications going to all workers' compensation stakeholders.
- YouTube is being used to publish and market Commission-related videos to customers and internal employees.
- FlippingBook is being used to deliver an online version of our annual reports in a magazine format.
- Google Analytics is being utilized to track and monitor traffic on our various website and services we use such as FlippingBook.
- Flickr is used to house pictures taken during outreach events.
- In April, planning for the 2017 VWC Educational Conference kicked-off with formatting a Topics Committee consisting of DC Kennard, DC Wise, Ms. Stephanie Sweeney, Ms. Drema Thompson, and Ms. Angela Lent-Truzzie. Twenty-Four topics are confirmed along with 50 speakers.
- A new marketing associate position was filled in the OSD department during Q2 2017.

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

- The Commission's 2016 annual report was published in May 2017 with an interactive version, a downloadable version, and a year-in-review online video.
- Assisted the Insurance Department establish an online presence for its 61A and 17A filing processes.

Outreach Services

Incoming Calls

21,251 TOTAL CALLS
19,323 CALLS ANSWERED
349 AVERAGE CALLS PER DAY

Agent of the Month

April: Shaudel Short
May: Shaudel Short
June: Marcus Smith

Average Wait Time: 0:00:57
Average Handle Time: 0:04:52

CCC Quality Score: **96%**

WebFile Paperless Users

430 CLAIMANTS
149 CLAIM ADMIN.
80 LAW FIRM/ATTORNEY



WebFile Registrations

2,862 CLAIMANTS
30 CLAIM ADMIN.
37 LAW FIRM/ATTORNEY
10 PEO

VWC Website Visits: 155,703 Public Website hits | 443 Conference Website hits

2017 Conference

50 SPEAKERS
46 ATTENDEES REGISTERED TO DATE
24 UNIQUE TOPICS
13 VENDORS TO DATE

2017 Communications

15 EXTERNAL COMMUNICATIONS
9 VIDEOS CREATED



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.

- CICF Rebranding Project Satisfaction (**93%**)
- Outbound Paperless Projects Satisfaction (**93%**)
 - **Attorney Paperless:** 2016, **80** new attorneys added for a total of **231 attorneys**. The Commission has not sent 80,273 documents resulting in a postage savings of **\$33,000**.
 - **Claimant & Claim Administrators:** After 8 months, **149 CA users** have opted into paperless. The breakdown is as follows; **7 groups (18 total companies)**. We have **430 Claimants** that have opted into paperless. We haven't sent out **10,512** documents for a postage savings of **\$4,419**.
- **Note:** Second half results will be reported in the March report.

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

- **74%** (185 of 250) of tickets between April 2017 and June 2017 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.

- Requirements are currently being gathered for release 6.6 (May 2018). Results of that work will be reported to the Senior Leadership Team in August 2017.

Projects in Development

Active Directory (AD) - Entity Deletion

Planning Start Date: **August 2016**
Development Start Date: **March 2017**
Go Live: **June 2017**

Upcoming Milestones:

- July: Test deletions from Production, Satisfaction Survey, Close-out documents approved
- Aug: Project Turnover

IMPLEMENTED 6.5

INS - Inbound Paperless Proj. Phase 2: 17A

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

Milestones:

- July: Satisfaction Survey, Close-out documents approved
- Aug: Project Turnover

IMPLEMENTED 6.5

HR - My HR (ESS) Migration

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

Upcoming Milestones:

- July/Aug: Vendor Demo(s) of possible solutions
- Aug: HR Discussion of possible solutions
- Sep: Make decision on software

PLANNING PHASE

Cardinal Payroll

Planning Start Date: **October 2016**
Development Start Date: **November 2016**
Go Live: **April 2018**

Upcoming Milestones:

- On-hold for VWC as we will not be an interfacing agency. VWC will have tasks to complete as the project progresses in 2017

DEVELOPMENT PHASE

Get Next Task - Redesign (Select Depts.)

Planning Start Date: **February 2017**
Development Start Date: **TBD**
Go Live: **TBD**

Upcoming Milestones:

PROJECT WILL NOT MOVE FORWARD AT THIS TIME

Commission File Retention - Phase 1

Planning Start Date: **December 2014**
Development Start Date: **October 2017**
Go Live: **May 2018**

Upcoming Milestones:

- Oct: Design and estimate completed
- Oct-Feb: Development

PLANNING PHASE

Projects in Development (continued)

Finance - Financial System Phase 1

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

Milestones:

- Aug: Sprint 3 completed
- Oct: Sprint 4 completed
- Nov: Sprint 5 completed
- Jan: Sprint 6 completed

DEVELOPMENT PHASE

Self-Insurance Application - Phase 3

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

Milestones:

- Aug: Development Begins (Extended Development window)

REQUIREMENT & DEVELOPMENT ANALYSIS

Variance Process - Redesign

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

Milestones:

- Sep: New Timers will begin to expire as the process initiates

MONITORING

Projects in Development (continued)

VA Beach Reg. Office - Relocation

Planning Start Date: **January 2016**
Construction Start Date: **February 2017**
Relocation Date: **June 5th - June 8th**

Milestones:

- Aug 22nd: Open House

OFFICE OPENED JUNE 9TH AS SCHEDULED

Roanoke Reg. Office - Relocation

Planning Start Date: **November 2016**
Construction Start Date: **TBD**
Relocation Date: **TBD**

Upcoming Milestones:

- July: Evaluation

EVALUATION PHASE

Headquarter Building - Relocation

Planning Start Date: **June 2016**
Construction Start Date: **June 5th, 2017**
Targeted Relocation Date: **Nov 10th - Dec 15th, 2017**

Upcoming Construction Milestones:

- July: Demo complete
- Aug: 2nd Floor buildout complete
- Sep: Basement buildout complete, 1st and 3rd floor buildout complete

Upcoming VWC Milestones:

- July - Aug: Parking planning
- July - Sep: Video updates
- July: Paint, furniture, finished selection, start public communications, employee questions submission, network procurement POs submitted, relocation schedule, planning of relocation deliverables
- Aug: Publishing of full relocation schedule
- Sep: Notification of Lease Termination, procurement of signage package

CONSTRUCTION

Release 6.5 News

Development is underway for the 6.5 release. Due to the new building schedule, we had to modify the release schedule. We will be deploying 6.5 on November 16, 2017.

| Task Name | Duration | Start | Finish |
|------------------------|----------|----------|----------|
| ✓ Gather Requirements | 40 days | 01/18/16 | 03/15/17 |
| ✓ D&E | 38 days | 03/16/17 | 05/08/17 |
| Code Development | 64 days | 05/09/17 | 08/09/17 |
| Functional Testing | 20 days | 08/10/17 | 09/07/17 |
| Preliminary Regression | 10 days | 09/08/17 | 09/21/17 |
| UAT | 7 days | 09/22/17 | 10/02/17 |
| Full Regression | 27 days | 10/03/17 | 11/09/17 |
| Release Planning | 3 days | 11/13/17 | 11/15/17 |
| MS: Deploy 6.5 to Prod | 1 day | 11/16/17 | 11/16/17 |

Release 6.5 Highlights

ISPROD-3635: Medical Fee Schedule Phase I

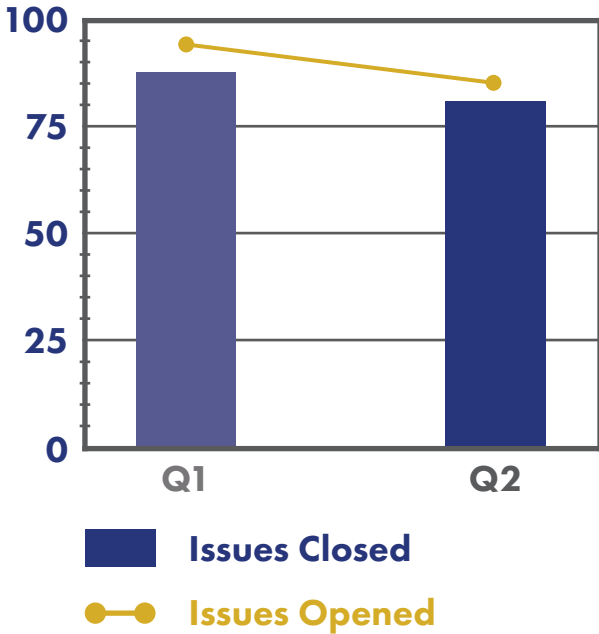
ISPROD-3250: Add option for change in conditions to send additional attachment in ADR Create Dispute task

ISPROD-3376: Add last four digits of JCN to PIN Letter

ISPROD-3496: Add new automated letters for Judicial Compliance

CICFPROD-763: Expense Tab Enhancements

Software Enhancement Tickets (JIRA)



| | |
|--------------|-----|
| EDI | 262 |
| VVF | 165 |
| CSD | 138 |
| JUDICIAL | 87 |
| OSD | 72 |
| ENTERPRISE | 56 |
| ADR | 27 |
| IS | 27 |
| CMD | 26 |
| SELF-INSURED | 14 |
| FINANCE | 11 |
| WEBFILE | 6 |

Footprint Tickets

| Month | Tickets Closed |
|-------|----------------|
| April | 77 |
| May | 74 |
| June | 84 |

79% TICKETS CLOSED

WITHIN 3 DAYS

3.61 AVERAGE DAYS TO CLOSE TICKETS

50 TICKETS CLOSED > 4 DAYS



Virginia Victims Fund - Goals

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

1. Improve number of providers with MOAs on file.

- Currently deploying the MedWeb application with our providers, requiring them to have an active MOA on file before granting access.
-

2. Rollout of the VVF rebranding.

- The announcement of VVF rebranding was sent to all partners with follow-up notices during the first quarter. The new website is up and available. Acceptance of the rebranded name has been extremely positive from advocates.
-

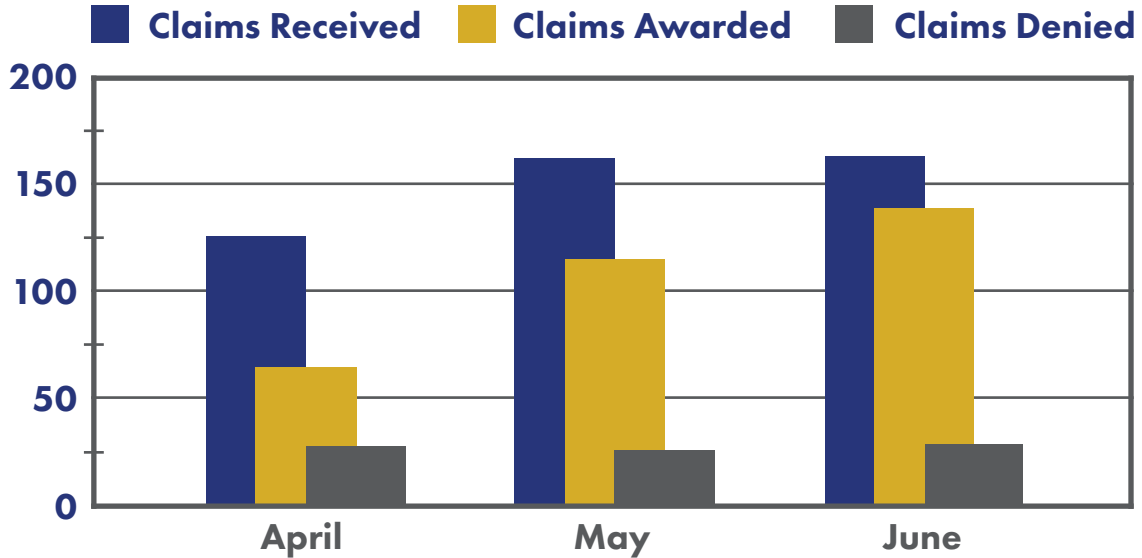
3. Finalize initial decision on 100% of claims submitted within 180 days.

- The average days to decisions for the second quarter was 159 days.
-

4. Increase active collections by 5%.

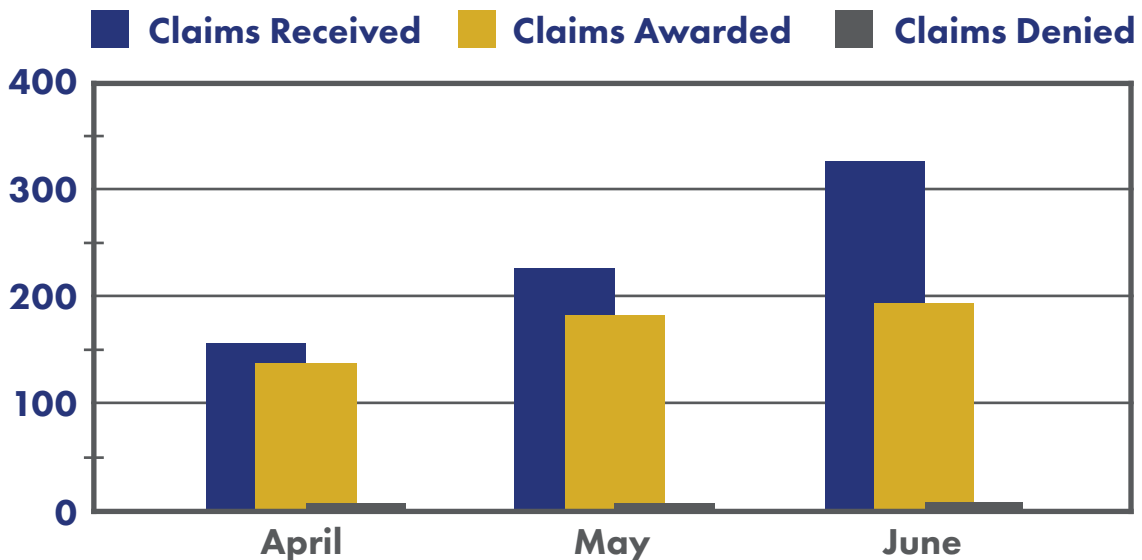
- Unclaimed restitution from Courts holding steady, other restitution is down slightly. We have been invited to serve on a Workgroup for the Governor to address restitution issues Statewide.

VVF Claims



Amount Awarded: **\$99,438** **\$289,252** **\$279,345**

SAFE Claims



Amount Awarded: **\$214,621** **\$227,396** **\$266,511**

Quarter 3 (July, August, September) Report data due October 6th.