

# INDUSTRIAL COMMISSION OF ARIZONA



**2002 Strategic Plan**

**AGENCY SUMMARY**

INDUSTRIAL COMMISSION OF ARIZONA

Director: Larry Etchechury, Director  
 Contact:   
 ICA.0.0

**Mission:**

*To efficiently administer and effectively enforce all applicable laws, rules, and regulations not specifically delegated to others relative to the protection of life, health, safety, and welfare of employees within the State.*

**Description:**

The Industrial Commission is a regulatory agency that was created in 1925. While the Commission still is responsible for overseeing the state workers' compensation system, its role over the years has been expanded to cover other labor-related issues, including occupational safety and health, youth employment laws, resolution of wage related disputes, licensing of employment counseling and talent agencies, vocational rehabilitation, and provision of workers' compensation benefits for claimants of uninsured employers, insolvent carriers and bankrupt self-insured employers.

**Funding and FTE Summary:**

	(Thousands)			
	FY 2002 Actual	FY 2003 Estimate	FY 2004 Estimate	FY 2005 Estimate
General Funds.....	0.0	0.0	0.0	0.0
Other Appropriated Funds.....	14,591.7	15,983.5	16,111.6	16,111.6
Other Non Appropriated Funds.....	208.9	219.1	219.1	219.1
Federal Funds.....	3,475.2	4,226.8	4,238.5	4,238.5
Program total.....	18,275.8	20,429.4	20,569.2	20,569.2
FTE Positions.....	310.0	309.0	309.0	309.0

## Industrial Commission of Arizona

### Strategic Issues

Issue 1 No Insurance Claims

Description: There has been an increase in the number of no insurance claims for which the agency must provide and pay medical benefits from the Special Fund. A no Insurance claim is one for which an employee is injured, files a claim and the employer has no workers' compensation insurance coverage to cover the cost of the claim which is in violation of state law. Legislation is being proposed which would increase the penalty that can be assessed to an employer for the failure to carry this insurance coverage, and to speed up the processing time for these cases thus improving the medical condition of the injured worker and reducing long term costs to the Special Fund. The results of this legislation would increase funds deposited into the State General Fund for the assessment of penalties and would reduce costs to the Special Fund to provide claimants medical benefits as the legislation would encourage employers to obtain workers' compensation insurance coverage.

Issue 2 Insolvent carriers

Description: There has been a large increase in the past 3 years of workers' compensation insurance carriers who have become insolvent and unable to pay benefits to the injured workers of their policyholders. As a result the claims of those injured workers are assigned to the State Compensation Fund (SCF) who process them and are reimbursed from the assets of the carrier. A 15% processing fee is paid to the SCF by the Special Fund for processing these claims. The legislation being proposed would require that all claims of insolvent carriers be processed by the Special Fund staff of the Industrial Commission. This action will be taken without adding additional positions to our budget or incurring additional costs against the Administrative fund and would result in the savings of the 15% processing fee paid to the SCF.

Issue 3 Medical Evaluations of Injured worker-non-insured claims

Description: Historically, costs incurred for independent medical evaluations of non-insured workers were paid directly from the Special Fund. Due to a recent Court of Appeals decision, these costs would be considered an administrative expense, which would mean that we must pay these costs through our Special Fund Division as an appropriated budget item. Estimated costs of these evaluations ranges between \$5,000 and \$8,000 annually. Legislation has been proposed, which would require these cost be paid from the Special Fund.

Issue 4 Upgrade Claims Monitoring System and Hearing Processing System

Description: The agency is in the process of upgrading these two systems, which have been in place and unchanged since 1990. Concerning the claims monitoring system we are in the process of integrating the existing system with the File Net scanning system and the Wang Data Base system in an integrated data repository and transaction processing for all workers' compensation claims filed in Arizona by injured workers. Additionally, we are upgrading the system by which we process requests for hearing regarding workers' compensation claims. This action will be done by our existing Data Processing staff without requiring additional staff or funds.

**PROGRAM SUMMARY**  
**ADMINISTRATIVE SERVICES**

Contact: Douglas R. Newton, Manager  
 Industrial Commission of Arizona  
 ICA.1.0 A.R.S. 23-1, Art. 1

**Mission:**  
 To provide support services necessary to ensure the efficient and effective operation of the Industrial Commission.

**Description:**  
 Provides the following services: (1) Budgeting; (2) Accounting; (3) Data Processing; (4) Purchasing; (5) Facilities Management; (6) Workers' compensation statistical reporting; (7) Ombudsman's Office for Workers' Compensation; (8) Printing and mailing services; (9) Personnel services; (10) Processing and evaluation of applications for self-insured employers; (11) Approving insurance carriers surety deposit requirements; and (12) Federal grant administration.

**Funding and FTE Summary:**

	(Thousands)			
	FY 2002 Actual	FY 2003 Estimate	FY 2004 Estimate	FY 2005 Estimate
General Funds.....	0.0	0.0	0.0	0.0
Other Appropriated Funds.....	3,062.5	3,240.5	3,263.7	3,263.7
Other Non Appropriated Funds.....	24.4	24.6	24.6	24.6
Federal Funds.....	77.8	77.3	78.1	78.1
Program total.....	3,164.7	3,342.4	3,366.4	3,366.4
FTE Positions.....	48.0	48.0	48.0	48.0

◆ **Goal 1** To process all personnel actions in an effective manner on a timely basis.

Performance Measures:				FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
Pub	JLBC	Type							
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Actions processed	1,300	1,300	1,808	1,650	1,500	1,500
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Percent of Agency staff turnover	19.75	9.0	12.5	12.5	12.5	12.5
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Administration as a percent of total cost	11.80	10.0	10.2	10.0	9.1	9.1

◆ **Goal 2** To process all accounting transactions correctly on a timely basis.

Performance Measures:				FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
Pub	JLBC	Type							
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Claims and purchase orders issued	2,618	2,650	2,867	2,900	2,950	3,000
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Warrants issued	14,130	14,840	16,355	15,500	15,800	16,000
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Average invoices not processed at months end	171	200	190	200	200	200
<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average invoices not paid at month's end	101	100	67	70	70	70
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Requisitions processed	672	700	645	675	675	675

◆ **Goal 3** To process all self insurance applications and renewals efficiently and in a timely manner.

Performance Measures:				FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
Pub	JLBC	Type							
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Renewals and applications processed	117	120	109	115	120	125

◆ **Goal 4** To resolve problems concerning claims of injured workers in efficient manner on a timely basis.

Performance Measures:				FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
Pub	JLBC	Type							
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Claimants contacted	5,119	5,300	5,602	5,500	5,700	5,800
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Claimants' cases resolved	81	100	51	100	100	100

**PROGRAM SUMMARY**

**WORKERS COMPENSATION CLAIMS ASSURANCE**

Contact: Noreen Thorsen, Manager  
 Industrial Commission of Arizona  
 ICA.2.0 A.R.S. 23-6

**Mission:**

To ensure that all workers' compensation claims are processed in accordance with the rules and laws of Arizona.

**Description:**

The program regulates activities of insurance carriers, third party processors and self-insurers who process industrial injury claims; assesses penalties for bad faith or unfair claims processes; ensures that every injured worker is treated fairly and properly cared for in compliance with the law; and ensures that claims are accepted or denied within 21 days of receipt of notices of claim. Division makes determinations such as issuing awards for facial scarring and loss of teeth, approvals or denials of requests to leave the state, approvals or denials of requests to change physicians, average monthly wage awards and loss of earning capacity awards.

**Funding and FTE Summary:**

	(Thousands)			
	FY 2002 Actual	FY 2003 Estimate	FY 2004 Estimate	FY 2005 Estimate
General Funds.....	0.0	0.0	0.0	0.0
Other Appropriated Funds.....	2,512.9	2,800.2	2,815.7	2,815.7
Other Non Appropriated Funds.....	170.5	177.0	177.0	177.0
Federal Funds.....	0.0	0.0	0.0	0.0
Program total.....	<u>2,683.4</u>	<u>2,977.2</u>	<u>2,992.7</u>	<u>2,992.7</u>
FTE Positions.....	<u>84.0</u>	<u>82.0</u>	<u>82.0</u>	<u>82.0</u>

◆ **Goal 1** To ensure that permanent disability awards are issued in timely manner.

**Performance Measures:**

Pub	JLBC	Type	FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP Awards issued	2,864	2,968	3,720	3,042	3,042	3,042
<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP Percent of awards issued within 80 days	56	60	39	62	62	62

◆ **Goal 2** To complete employees average monthly wage in most effective, efficient manner possible.

**Performance Measures:**

Pub	JLBC	Type	FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP Wage determinations issued	18,341	20,768	16,585	17,500	17,500	17,500
<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP Percent determined within 45 days	99	90	86	92	95	95

◆ **Goal 3** To process lump sum settlement requests in the most efficient manner.

**Performance Measures:**

Pub	JLBC	Type	FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP Lump sum requests processed	47	99	56	60	60	60
<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP Percent of requests processed within 15 days	77	92	75	94	90	90

◆ **Goal 4** To process initial filing of Workers Compensation Claims on timely basis.

**Performance Measures:**

Pub	JLBC	Type	FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP Claims for workers' compensation processed	152,145	156,637	138,839	155,000	155,000	155,000
<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP Percent processed within five days	97	99	97	97	97	97

◆ **Goal 5** To ensure that workers' compensation claims are processed in a timely and efficient manner.

**Performance Measures:**

Pub	JLBC	Type	FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
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ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	QL	Customer satisfaction rating for workers' compensation program (Scale 1-8)	NA	6.0	7.0	6.0	7.0	7.0
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**PROGRAM SUMMARY**  
ADJUDICATION OF DISPUTES

Contact: Harriet Turney, Chief Judge  
Industrial Commission of Arizona  
ICA.3.0 A.R.S. 23-6, Art. 3

**Mission:**

To adjudicate legal disputes in the areas of workers' compensation, occupational safety and health (OSHA) and youth employment.

**Description:**

The Division resolves disputes in workers' compensation cases arising out of decisions made by insurance carriers, self-insured employers or the Industrial Commission. The Division also adjudicates appeals by employers in OSHA and youth employment labor cases.

**Funding and FTE Summary:**

	(Thousands)			
	FY 2002 Actual	FY 2003 Estimate	FY 2004 Estimate	FY 2005 Estimate
General Funds.....	0.0	0.0	0.0	0.0
Other Appropriated Funds.....	4,274.3	4,666.7	4,730.7	4,730.7
Other Non Appropriated Funds.....	0.0	0.0	0.0	0.0
Federal Funds.....	0.0	0.0	0.0	0.0
Program total.....	4,274.3	4,666.7	4,730.7	4,730.7
FTE Positions.....	55.0	55.0	55.0	55.0

◆ **Goal 1** To process and set hearings so that they are heard in a timely manner.

**Performance Measures:**

Pub	JLBC	Type		FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Petitions for hearing received: Workers Compensation	8,186	8,200	8,405	8,624	8,833	7,150
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Petitions for hearing received: OSHA	101	110	100	105	110	115
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Awards issued: Workers' Compensation	7,497	7,500	7,704	7,920	8,140	8,368
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average number of days to resolve a case by the administrative law judge division	118	120	125	127	129	130
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	QL	Customer satisfaction rating for workers' compensation program (Scale 1-8)	NA	6.0	6.8	6.8	6.9	6.9

◆ **Goal 2** To process requests for hearing in the most efficient, cost effective manner.

**Performance Measures:**

Pub	JLBC	Type		FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Prehearing settlement conferences	3,537	3,600	4,492	4,609	4,729	4,852
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Awards issued without hearing	4,897	5,000	4,958	5,020	5,083	5,147
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Hearings conducted by the administrative law judge division	6,230	6,600	6,650	6,983	7,332	7,699

**PROGRAM SUMMARY**  
LABOR LAW ADMINISTRATION

Contact: Orlando Macias, Director  
Industrial Commission of Arizona I  
ICA.4.0 A.R.S. 23-3, Art 2, 23-2, Art 3, 7

**Mission:**

To provide for the administration of labor laws for the protection of wage claimants, youth employees and users of employment agencies.

**Description:**

The program shall enforce all statutes and rules concerning the resolution of wage complaint disputes, the licensing and regulation of private employment agencies, and the enforcement of youth employment laws which involve the issuing of penalties for violations.

**Funding and FTE Summary:**

	(Thousands)			
	FY 2002 Actual	FY 2003 Estimate	FY 2004 Estimate	FY 2005 Estimate
General Funds.....	0.0	0.0	0.0	0.0
Other Appropriated Funds.....	536.3	596.1	598.6	598.6
Other Non Appropriated Funds.....	14.0	17.5	17.5	17.5
Federal Funds.....	0.0	0.0	0.0	0.0
Program total.....	550.3	613.6	616.1	616.1
FTE Positions.....	15.0	15.0	15.0	15.0

◆ **Goal 1** To efficiently enforce the Child Labor Laws in a timely manner.

**Performance Measures:**

Pub	JLBC	Type		FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Injury reports reviewed	1,488	1,500	1,309	1,500	1,500	1,500
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Child labor law violations investigated	266	300	259	300	300	300
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Violations confirmed	112	125	86	100	100	100
<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Turnover time (time violations known to Labor to time violation confirmed ( in days))	45	50	36	50	50	50

◆ **Goal 2** To efficiently process and investigate wage claims in a timely manner.

**Performance Measures:**

Pub	JLBC	Type		FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Claims filed	2,918	3,000	3,196	3,200	3,200	3,200
<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average months to complete investigation	3.68	3.5	3.5	3.5	3.5	3.5

◆ **Goal 3** To efficiently process and monitor the licensing of private employment agencies.

**Performance Measures:**

Pub	JLBC	Type		FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average months to complete investigation	1.34	2.0	1.48	2.0	2.0	2.0
<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Percent of licenses processed within 90 days	100	90	100	90	90	90
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	License applications processed	3	5	6	5	5	5
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Complaints investigated	17	25	19	25	25	25

**PROGRAM SUMMARY**

OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION

Contact: Darin Perkins, Director  
 Industrial Commission of Arizona  
 ICA.5.0 A.R.S. 23-2, Art 10

**Mission:**  
 To ensure the safety of employees in the State of Arizona covered by the Arizona Occupational Safety and Health Act.

**Description:**  
 The Division administers the Arizona Occupational Safety and Health Act. Responsible for enforcing the occupational safety and health standards in all industries in Arizona except: mining, establishments located on Indian reservations and federal agencies. The Arizona Division of Occupational Safety and Health focuses its efforts on compliance and consultation as it relates to Arizona's Occupational Safety and Health Act.

**Funding and FTE Summary:**

	(Thousands)			
	FY 2002 Actual	FY 2003 Estimate	FY 2004 Estimate	FY 2005 Estimate
General Funds.....	0.0	0.0	0.0	0.0
Other Appropriated Funds.....	2,396.1	2,606.7	2,620.3	2,620.3
Other Non Appropriated Funds.....	0.0	0.0	0.0	0.0
Federal Funds.....	3,397.4	4,149.5	4,160.4	4,160.4
Program total.....	5,793.5	6,756.2	6,780.7	6,780.7
FTE Positions.....	67.0	67.0	67.0	67.0

◆ **Goal 1** To effectively enforce all OSHA standard in safety compliance and industrial hygiene.

**Performance Measures:**

Pub	JLBC	Type	FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF Health compliance inspections	275	335	418	450	450	450
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Health violations	624	750	1,021	1,100	1,100	1,100
<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF Safety compliance inspections	640	750	1,476	1,600	1,600	1,600
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP Safety violations found	985	1,200	1,448	1,600	1,600	1,600

◆ **Goal 2** To provide effective and timely voluntary consultation services to aid employers in recognizing and abating work place hazards.

**Performance Measures:**

Pub	JLBC	Type	FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF Safety consultation surveys	393	450	667	700	700	700
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC Hazards	1,287	1,350	1,565	1,700	1,700	1,700
<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF Health consultation surveys	106	125	252	275	275	275
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC Hazards	344	375	402	425	425	425

◆ **Goal 3** To provide statewide training programs to employees concerning specific safety related functions that are timely and effective.

**Performance Measures:**

Pub	JLBC	Type	FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF Programs	748	775	360	400	400	400
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC Employers trained	3,147	3,000	4,186	4,200	4,300	4,300
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC Employees trained	3,023	4,000	5,257	5,300	5,400	5,400

◆ **Goal 4** To ensure that there is no danger to employees or the general public from Arizona boilers or elevators.

**Performance Measures:**

Pub	JLBC	Type	FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
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ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Boilers inspected	2,565	2,900	3,341	3,200	3,200	3,200
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Deficiencies identified	716	750	648	700	750	750
<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Elevators inspected	4,794	4,850	5,300	5,300	5,400	5,400
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Deficiencies identified	1,861	1,900	2,053	2,000	2,000	2,000

**PROGRAM SUMMARY**  
SPECIAL FUND CLAIMS PROCESSING

Contact: Karen Ellerman, Supervisor  
Industrial Commission of Arizona  
ICA.6.0 A.R.S. 23-1065(B-G)

**Mission:**

To provide benefits to all injured employees not covered by regular workers' compensation insurance coverage or by self-insurance coverage in Arizona.

**Description:**

The program processes all claims for injured workers where the employer failed to provide workers compensation insurance; provides continual workers' compensation benefits for claimants of insolvent carriers and bankrupt self-insured employers; partial coverage of workers' compensation benefits for second injury claims, provides vocational rehabilitation benefits; and provides continuing medical benefits for pre 1973 workers' compensation claimants.

**Funding and FTE Summary:**

	(Thousands)			
	FY 2002 Actual	FY 2003 Estimate	FY 2004 Estimate	FY 2005 Estimate
General Funds.....	0.0	0.0	0.0	0.0
Other Appropriated Funds.....	710.4	820.7	825.4	825.4
Other Non Appropriated Funds.....	0.0	0.0	0.0	0.0
Federal Funds.....	0.0	0.0	0.0	0.0
<b>Program total.....</b>	<b>710.4</b>	<b>820.7</b>	<b>825.4</b>	<b>825.4</b>
<b>FTE Positions.....</b>	<b>18.0</b>	<b>19.0</b>	<b>19.0</b>	<b>19.0</b>

◆ **Goal** 1 To process claims of injured Special Fund claimants in timely manner.

**Performance Measures:**

Pub	JLBC	Type		FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average days between receipt of claims notice and issuance of award	19.8	21.0	18.0	17.5	17.0	17.0
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Supportive care awards issued	100	100	44	40	38	35
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	No insurance awards issued	3,184	3,506	3,986	3,720	3,720	3,720
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Rehabilitation awards issued	94	114	121	128	128	130

**PROGRAM SUMMARY**

LEGAL COUNSEL

Contact: Laura L. McGrory, Chief Counsel  
 Industrial Commission of Arizona  
 ICA.7.0 A.R.S. 41-192

**Mission:**

To represent the Industrial Commission of Arizona in all legal matters affecting the agency.

**Description:**

The program represents the Special Fund in all legal decisions affecting Special Fund claimants, the OSHA Division regarding the enforcement of the Arizona Occupational and Safety Act, and the Labor Department in the enforcement of youth employment matters, wage claim appeals and the regulation of employment agents under the Labor Department's jurisdiction. The program assists in promulgating rules for the agency, and provides legal advice as requested to the Commission and agency staff, represents the agency in personnel matters, initiates collection of no-insurance accounts receivable and third party liens, and operates a program for processing and collection of other delinquent accounts. The program also ensures compliance by Arizona employers with workers' compensation coverage requirements.

**Funding and FTE Summary:**

	(Thousands)			
	FY 2002 Actual	FY 2003 Estimate	FY 2004 Estimate	FY 2005 Estimate
General Funds.....	0.0	0.0	0.0	0.0
Other Appropriated Funds.....	1,099.2	1,252.6	1,257.2	1,257.2
Other Non Appropriated Funds.....	0.0	0.0	0.0	0.0
Federal Funds.....	0.0	0.0	0.0	0.0
Program total.....	1,099.2	1,252.6	1,257.2	1,257.2
FTE Positions.....	23.0	23.0	23.0	23.0

**Goal 1** To provide quality legal representation to the Agency in contested legal matters.

**Performance Measures:**

Pub	JLBC	Type	FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP No Insurance hearings	180	188	178	200	210	220
<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP OSHA cases referred for hearing	101	112	96	100	110	120
<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP Apportionment/Supportive Care Matters	115	80	112	115	115	115
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Number of wage claim appeals	2	7	3	7	7	7
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Litigation investigations completed	100	110	83	100	100	100

**Goal 2** To effectively collect debts owed to the Industrial Commission.

**Performance Measures:**

Pub	JLBC	Type	FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Collection investigations completed	35	40	38	40	40	40
<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF Collection files opened	415	420	433	440	448	455
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Delinquent collection accounts to outside counsel	170	180	153	180	190	200
<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF Subrogation files opened	11	15	12	12	12	12

**Goal 3** To effectively enforce compliance by Arizona employers with Arizona Workers' Compensation Insurance requirements.

**Performance Measures:**

Pub	JLBC	Type	FY2001 Actual	FY2002 Expected	FY 2002 Actual	FY2003 Expected	FY 2004 Expected	FY2005 Expected
<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP Compliance referrals	1,428	1,440	1,780	1,780	1,780	2,000
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Compliance investigations completed	414	420	392	400	420	420
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Civil penalties issued	463	480	539	400	400	400

ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Injunctive proceedings initiated	11	10	20	30	40	40
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