



2024 Annual Accountability Report

Workers' Compensation Commission

Agency Code: R080

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AGENCY'S DISCUSSION AND ANALYSIS

Established in 1935 as the South Carolina Industrial Commission, the South Carolina Workers' Compensation Commission is charged with administration of the South Carolina Workers' Compensation Act (the Act) found in Title 42 of the Code of Laws of South Carolina. In accordance with the Administrative Procedures Act, the Commission also promulgates rules and regulations necessary to implement the provisions of Title 42. Every South Carolina employer and employee, with certain notable exceptions, is presumed to be covered by the Act. The system is based on a "no-fault" premise. The Act establishes "loss parameters" that limit the employers' losses to defined amounts while ensuring workers in South Carolina receive quality medical treatment and compensated wages if injured in the workplace.

Employers covered by the provisions of the Act are required to maintain insurance sufficient for the payment of compensation, or they may become self-insured by furnishing the Commission satisfactory proof of their ability to pay the compensation in the amount and manner due an injured employee. The South Carolina Department of Insurance is responsible for approving rates and classifications for all workers' compensation insurers.

Commissioners

The Commission consists of seven Commissioners appointed by the Governor with the advice and consent of the Senate for terms of six years. The Governor designates, and the Senate approves, one commissioner as Chairman for a two-year term. The Chair is the chief executive officer of the Commission and responsible for implementing policies established by the Commission in its capacity as the governing board. In its judicial capacity the Commissioners are responsible for hearing and determining all contested cases, conducting informal conferences, approving settlements, approving fee petitions and hearing appeals. During FY24 they approved 8,331 attorney fee petitions, issued 1,699 administrative orders, and 3,571 consent orders, conducted 1,746 clincher conferences and 171 pre-hearing conferences, reviewed 1,208 motions, and approved 875 relief of counsel motions. During FY2024 Commissioner Scott Beck, Commissioner Mike Campbell and Commissioner Gene McCaskill were nominated for reappointment by Governor McMaster. The Senate Judiciary Committee was not able to vote on the nominations before the end of the Session. In compliance with the statute, the Commissioners continue to serve until the nominations are acted upon.

Executive Director

The Commission's annual operating budget is categorized in five departments in the Appropriations Act: Administration, Commissioners, Judicial Management, Insurance and Medical Services and Claims. The department directors report to the Executive Director. The Executive Director is responsible for direct oversight of the five departments. Included in Administration are the following: Administrative Services, General Counsel; and Information Technology (IT) Services. The Administrative Services Director, General Counsel, Judicial Director, Claims Director, IT Director report to the Executive Director. In FY24 the agency's Self-Insurance Division was budgeted under Insurance and Medical Services. Due to an agency reorganization at the beginning of the fiscal year, the Self-Insurance Division functionally operates as its own department and the director currently reports to the Executive Director.

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Administrative Services

In August 2023, the agency consolidated its finance, human resources, procurement, and information privacy functions into one department. Formerly Human Resources, the Administrative Services

Department is now responsible for all staff hiring, recruitment and retention, record keeping and reporting as well as purchasing, managing accounts receivable and accounts payable functions, assisting with agency budget preparations, and developing the agency's information privacy initiatives.

Human Resources

The agency has 63 authorized positions. During FY202 the Commission employed 49 FTEs and 2 part-time employees, 8 unclassified positions and 41 classified positions.

The Director of Administrative Services has the responsibility of coordinating the human resources program for the agency. During FY2024, the Director was concentrated on providing all staff with information regarding benefits and assisting them with Human Resource issues. In addition, the HR Manager worked to recruit, hire, and retain staff to maximize workflow efficiency. For example, during FY24, Human Resources worked to recruit and hire two additional attorneys increasing the number of legal staff by 50%. The Department Director also participated in House Legislative Oversight Committee meetings and prepared responses for submission to the General Assembly, served as the agency's EEO Officer, coordinated staff safety and health initiatives such as fire drills, active shooter drills, health screenings, and flu shot events. Throughout the year, the Department Director attended PEBA employer advocacy group meetings, 1 EEO training session hosted by SCHAC, State HR advisory meetings, State Training and Development Consortium and Linked-In Learning Sub Administrator meetings, and other relevant trainings as appropriate. The office also prepared and submitted the agency's annual EEO report.

During FY2024, 6 full-time employees separated or retired, 1 part-time intern separated, 2 employees were promoted internally, and 6 new employees were hired to replace the ones that departed.

Regulatory changes to the Fair Labor Standards Act (FLSA) were made effective on July 1, 2024. At the end of FY24, the Department Director worked to prepare for and implement staff status changes and time and leave reporting changes in compliance with the new federal rule. The department also coordinated with State HR to implement the new SuccessFactors Employee Performance Management System (EPMS) software platform. This involved reviewing revised policy for implementation during the upcoming fiscal year and participating in system demonstrations.

Budget and Fiscal Affairs

The Department Director is responsible for assisting the Executive Director's Office by coordinating with the Department of Administration to execute the administrative financial functions of the agency. The office participates in monthly budget meetings with the Department of Administration and assists the Executive Directors Office with preparation of the annual report and the agency's annual budget request.

Procurement

Administrative Services manages the agency's procurement of goods and services by coordinating

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goods received, and purchase order maintenance under shared services with the Department of Administration. During FY24, the office actively participated in 3 procurements: the procurement of virtual courtroom software, the procurement of armed security services, and the procurement of temporary staffing. The requisite market research was performed and preparation of requests for solicitation and statements of work were prepared as appropriate.

Information Security and Privacy

The Director of Administrative Services is also responsible for developing the agency's privacy program. During FY24, the office managed a data inventory and classification project with a third-party vendor. Based upon the findings, the director worked to implement recommendations. Because of the findings in the report, the agency's data practices relating to third-party disclosures were assessed and requisite confidentiality agreements were drafted and signed by the vendors.

Administrative Services also participated in an information security audit performed by a third-party vendor on behalf of the Department of Administration and attended information privacy seminars and trainings hosted by the Department of Administration's Enterprise Privacy Office throughout the year.

Executive Director's Office

The Executive Director's Office is responsible for the administrative functions of the agency. This includes budget preparation, financial management and accounting, requisition and procurement, human resources, legal counsel, public information and ombudsman services.

The Commission contracts with the SC Department of Administration for administrative support services in the areas of financial accounting and procurement. The procurement services include purchasing solicitations, purchase order creation, purchase order sourcing, and procurement reporting. Finance and accounting services include general accounting, accounts receivable and payable, deposit processing, preparation of monthly financial reports, assistance with preparation of the annual operating budget, and completion of year-end reporting packages. During FY24 the Executive Director's Office processed 1,882 purchase requisitions, deposits, invoices and travel expense reports.

As a part of the public information, outreach and ombudsman services the Executive Director's office logged 1,919 telephone communications, electronic and personal contacts with external stakeholders. Nineteen general notices, policy advisories, updates and twelve agendas and supporting documents for the Commission Business Meetings were posted on the Commission's website and emailed to individuals and organizations on a distribution list.

Office of the General Counsel

The Office of the General Counsel is part of the Executive Director's Office and operates with three FTEs, a General Counsel, two Staff Attorneys, and 1-2 part time Law Clerks.

General Counsel was directly involved in six litigated cases in FY24; three cases pending before the Court of Common Pleas, one case pending before the Procurement Review Panel, and two cases pending before the Supreme Court of South Carolina.

General Counsel drafted an amendment to an existing regulation recommended by HLOC and

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requested by our stakeholders. General Counsel shepherded the amended regulation through the approval process with Legislative Council and the General Assembly. The amended Reg. 67-1602 was approved by the General Assembly and signed by the Governor on May 13th, 2024.

General Counsel also advised on issues involving the State Ethics Commission and security matters with law enforcement.

The Office of General Counsel assisted the Commissioners with drafting orders, giving assistance an average of ten times per week, and regularly consulted with Commissioners on questions of workers' compensation law and their judicial duties. General Counsel responded to multiple FOIA requests, subpoenas, and requests for authorized release of information.

The Office wrote dozens of proposed orders or order instructions for single Commissioners or the Full Commission. General Counsel was involved in monitoring restrictions placed and lifted at the Local, State, and Federal level. General Counsel and the Staff Attorneys continue to assist the Insurance and Medical Services Division in the enforcement of fines and penalties against non-compliant employers and insurers.

The Office of General Counsel implemented a program where a Staff Attorney is responsible for drafting all proposed Orders of the Appellate Panel. Since beginning this program, the office has drafted an average of five proposed orders per month.

Office of General Counsel is in the process of setting up an electronic attorney case management system with a third-party software provider, Clio. Clio is a practice management tool used by many attorneys and is taught at the University of South Carolina School of Law. Once Clio is implemented, Office of General Counsel expects to have the ability to better track the number of orders, opinions, and other documents prepared by the office and keep centralized notation of contacts with Commissioners, employees, and stakeholders. It will also provide secure, backed-up docketing and task management.

Information Technology Department

The IT Department continues work with Verisk (previously ISO) to implement the next version of the EDI transmission service. This will increase efficiency and expand reporting capabilities by providing a consolidated system between wee and the respective EDI Trading Partners (employers, claim administrators, insurance carriers, and attorneys) that are required to submit first reports of injury, subsequent reports of injury, and the attachment documents to WCC.

During FY2024 wee IT continued to update the agency's Claims Management and Reporting System (Progress). Additional enhancements included adding a self-serve option that would allow an attorney to add protection to avoid scheduling conflicts and the option for a paralegal to receive email notices when linking to an attorney that is connected to a Claim. WCC IT continues to identify areas of opportunity and will adjust the existing claims management and reporting application to meet those needs by providing self-serve options based on stakeholder feedback. This application modernization and enhancement approach is more sustainable and better suited to accommodate existing and new processes for wee Staff, Claimants, and stakeholders.

The WCC IT Team implemented the new eFile/ePay System that allows external stakeholders the

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ability to upload documents, process an electronic payment for a fee or fine, and provide an email confirmation to the submitter. The system is accessed via the wcc.sc.gov agency website and submitters can pay a fee or fine with a debit card, credit card or with an electronic check (ACH). WCC IT also facilitated multiple virtual training sessions for over 300 attendees and continue to provide support and assistance for uploading documents and making electronic payments. This new digital option will replace the need to mail physical documents and paper checks to the Commission and expedite the submission process for all parties connected to a claim.

The WCC IT Team will continue to upgrade the new and existing Agency Critical Applications (claims management and reporting software, electronic document imaging and the EDI transmission application) and will continue to implement system upgrades and enhancements in a highly structured and phased approach.

WCC IT worked directly with the Department of Administration's, Division of Technology Operations to procure and replace end-of-life networking equipment. This focus on maintaining supported software and hardware will continue to enhance the agency's cyber-security posture.

The IT Department continued to utilize the Ticket Reporting System for agency staff and external stakeholders to report any IT related issues and/or request assistance with the eCase and eFile/ePay systems. The agency plans to continue to utilize the Ticketing System to address user concerns and identify potential system upgrades. During the year 1,635 tickets were reported, with 89% being classified as low priority, 9% medium priority, 2% high priority, and under 1% Urgent. The major types of issues reported on the tickets ranged from Problem (37%), General Question (25%) and Feature Request (34%).

Insurance and Medical Services

The IMS Department is divided into three functional divisions: Coverage and Compliance, Medical Services.

Coverage and Compliance Division

Coverage is responsible for receiving all first reports of injury in order to ensure employers have workers' compensation insurance for the injured employee. In FY24, 61,320 accidents were reported to the Commission. This reflects a 6.5% increase in the number reported in the previous year. Of the total number reported, 34,886 were Minor Medical Reports which involved no lost time and the cost of medical was less than \$2,500. The number of cases re-opened totaled 2,463 which reflects a .45% increase in the number reported last year.

Employers meeting certain statutory requirements are required to carry workers' compensation insurance for their employees. The Compliance Division verifies employers are complying with the coverage requirement by examining each first report of injury filed with the Commission, reviewing quarterly wage and employment data obtained from the Department of Employment and Workforce (DEW) for the 124,371 employers in the State and following up on individual citizen reports of potential non-compliance by employers. During FY24 the Division caused 451 employers to obtain insurance coverage for approximately 3,017 previously uninsured workers. A total of \$824,000 in fines and penalties were collected from these violations. The Division is responsible for collecting unpaid fines

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from insurance carriers for failure to submit required reports in a timely manner. Failure to pay the fine results in a Rule to Show Cause Hearing before a Commissioner. One-hundred fifteen cases were set for Rule to Show Cause Hearings, resulting in \$131,828 fines being collected.

Medical Services Division

The Medical Services Division is responsible for overseeing the implementation of the medical fee schedules which establishes a maximum allowable payment for services provided in workers' compensation injuries. The In-hospital Fee Schedule and the Ambulatory Surgery Fee Schedule values are updated January 1 with the Center for Medicare and Medicaid Services (CMS). The values for these schedules are calculated by using the CMS values plus 40%. The Medical Services Provider Manual

(MSPM) is updated annually in April. The maximum allowable payment is calculated by using medical codes from the American Medical Association, values established by the CMS and a dollar-based conversion factor approved by the Commission. The Commission has a formal dispute process for medical service providers and insurance carriers to utilize when billing and payment disputes arise. In FY24 the Division responded to 141 formal disputes through the Medical Fee Dispute Process as well as responding to 884 general inquiries from medical service providers and payers.

During FY24 the IMS department experienced staffing changes. The Self-Insurance Division was realigned organizationally from the IMS Department to become a department of the agency reporting to the Executive Director. As a result of this and the retirement of two employees and one resignation the workload was redistributed.

Self-Insurance Department

In FY24, the Self-Insurance division of the IMS Department became a stand-alone department, reporting to the Executive Director. The fiduciary and statutory responsibility of the program warranted the change. The Department is responsible for reviewing employers' applications to be self-insured to verify it meets the qualifications and financial requirements for approval to be self-insured. During FY24 the Department recommended, and the Commission approved 119 applications for self-insurance. Once approved the department reviews annual financial statements and conducts audits to ensure the employer is maintaining the financial requirements to remain self-insured. During FY24 the department administered eighty-two self-insured employers and nine funds which provided coverage to over 2,052 employers and 302,000 workers. Forty-eight audits were conducted to monitor the financial stability of the self-insured employers and funds. The Department collects the 2.5% Self-Insurance Tax from self-insurers which resulted in collections of \$5.45 million.

Claims Department

The Claims Department processes periodic reports filed by carriers, reviews all final settlements, attorney fees and responds to request from potential employers in need of workers' compensation claims history data. During FY2024, the department processed 21,839 initial notices/termination of payments (Forms 15,1511, 17), and 60,613 Carrier's Periodic Report (Form 18). February 2024, SC WCC announced the next phase of Our Legacy Modernization Program which provided the new eFile and ePay enhancements. All forms processed submitted to Claims can be submitted via eFile, all filing fees and fine payments can be submitted via ePay. The Department processed 7,985 Clinchers, 619

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Form 16s, 245 Third Party Settlements, 8,694 Form 61's. The Department continued the outreach efforts to educate and inform stakeholders on the correct procedures for filing reports timely to avoid assessments of fines by conducting sessions for three insurance carriers training over 200 individuals.

Judicial Department

The Judicial Department monitors, reviews and assigns all contested workers' compensation cases for hearings with a single Commissioner, processes requests for scheduling Informal Conferences, and processes appeals of single Commissioner decisions and orders for hearing before an Appellate Panel. During FY24, the Department processed approximately 37,000 pleadings, motions, appeals, and mediation documents. The Department effectively continued to obtain and coordinate the use of 100 different locations across the state with local governments, educational institutions, and state agencies to schedule venues for Single Commissioner Hearings and Informal Conferences in the seven jurisdictional districts.

Informal Conferences

An informal conference is an opportunity for the claimant and a representative of the employer's insurance carrier to meet with a Claims Mediator or a Commissioner to discuss the settlement of the claim. The Commission assigned 2,836 cases for Informal Conferences of which 2,212 were conducted. A Commissioner is responsible for conducting an Informal Conference when an agreement is not reached during the meeting with the Claims Mediator, or the medical costs exceed \$50,000. Sixty-three informal conferences were conducted by Commissioners during FY24.

Single Commissioner Hearings

During FY24 the department received, processed and assigned 10,291 cases to the Commissioners' offices for docketing, of which 628 hearings were conducted.

Processing Time

The amount of time for a disputed case to be resolved is critical to the employee and employer. Delays may impact the employer's costs by increasing the amount of temporary compensation paid. Delays may impact the injured employee's timely receipt of medical services and/or receipt of compensation. The Commission constantly monitors the average number of days for processing a hearing request and docketing a hearing. The request is processed in an average of 32 days and a hearing is docketed in an average of 96 days. Both averages include the required notice period for each case. After the hearing the Commissioner issues order instructions within 90 days.

Full Commission Appellate Activity

During FY24 the number of single Commissioner decisions appealed decreased to 110. The number of Single Commissioner decisions appealed totaled 110. The Appellate Panels reviewed 67 cases and 13 Appellate Panel decisions were appealed to a higher court.

Appellate hearings continue to be conducted electronically with the Commissioners participating via Zoom. If the parties request to appear in person for the appellate hearing they are accommodated. We also accommodate hybrid hearings where one party appears in person and one party appears electronically.

Mediations

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During FY24 the Commission received 834 reports of mediation via the Form 70. Of those, 630 were resolved, 191 failed to be resolved and 13 remained unresolved with pending issues. Five mediations occurred as a result of an Order by a Commissioner.

SC Department of Vocational Rehabilitation (SCVRD)

The Commission is required by Section 42-3-80 of the SC Code of Laws to refer claimants that need vocational counseling or vocational evaluation, personal adjustment, training and placement to the SCVRD. To accomplish this, SCVRD has a designated coordinator to review claims to determine if a claimant would benefit from SCVRD services. The Commission provides SCVRD access to all claims through a secure electronic portal. SCVRD reviews the claims and selects closed claims to contact the claimant by letter to offer the agencies' services to the claimants. Commissioners make direct referrals to the SCVRD counselor assigned to the Commission to coordinate claimants' access and referral for their services. During FY24 SCVRD contacted 2,607 claimants of which 1,338 declined to apply for services. Sixteen applications were completed; 1,338 declined to apply; 3 were existing cases; 241 no outcome active referral; and 782 were reported as unable to contact.

Risk Assessment and Mitigation Strategies

The Risk Assessment and Mitigation Strategies section of the AAR, requires the Commission to identify the potential and most negative impact on the public that could result if the agency failed to accomplish its goals and objectives. The Commission was established in 1935 with the mission to provide an equitable and timely system of benefits to injured workers. The inability to accomplish this mission and failure to achieve the goals and objectives would have devastating impacts on the injured worker and employer. The injured worker would not have a safety net of immediate and long-term medical care and temporary compensation provided by the Workers' Compensation Act. The inability to access proper and timely medical care could lead to loss of life or other permanent medical problem delaying or prohibiting the individual's return to work as a productive member of society. The financial impact on the employee could lead to their financial ruin. The employer is impacted by the potential loss of production and revenue because of the injured worker's absence and the potential increase in the insurance premiums.

The statewide availability of venues for Commission hearings greatly impacts the Agency's ability to fulfill its main goal and objective: conduct hearings in disputed cases in a timely manner. The Commission has divided the state into 7 districts in which individual commissioner hearings are conducted. Cases are assigned to a district based on the location where the injury occurred. The Commission does not own or have legal control over physical locations across the state to conduct hearings. These sites are owned by state and local governments, councils of governments and educational institutions. Some local governments allow the use of county and municipal courtrooms, county and municipal council chambers and conference rooms. Councils of governments provide conference rooms and technical colleges provide classrooms, training rooms and conference rooms on a limited basis. Currently one hundred sites in the seven districts are available for hearings on a limited basis. The venues do not guarantee site availability. The loss of venues could delay hearings thereby delaying the final disposition of the case. This, in turn, could delay the claimant's receipt of benefits and increase the employer's costs. Mitigation of this potential problem may require the General Assembly to either provide funds to lease space or mandate that space be provided by the state and local governments and educational institutions. To address the issue the General Assembly included

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the following in the Appropriations Bill (H. 5100) Part 1B for FY2024-25:

Proviso 74.4. (WCC: Workers' Compensation Hearings) Every county shall provide a space to conduct hearings for the Workers' Compensation Commission upon request of the Chairman of the Workers' Compensation Commission. This space shall be in a secure existing facility and include all utilities.

Financial Report

The Commission's total annual operating budget for FY24 was \$8,723,257, which included General Fund appropriations \$3,115,412 and \$5,607,845 of authorization to spend in the Earmarked Fund. The agency expenditures totaled 17% less than the amount budgeted.

In FY24 the Commission collected \$2,902,446 in filing fees, fines and penalties, and copy charges to offset the annual operating cost to operate the agency. The balance of revenues to cover the cost of authorization to spend in the Earmark Fund was collected from the Self-Insurance Tax. Section 42-5-190 of the SC Code of Laws authorized the Commission to retain fifty percent of the Self-Insurance taxes collected from self-insured employers to cover operating costs of the agency. The amount averaged \$2.5 million per year. In FY24 the Commission collected \$5,464,816 of Self-Insurance Taxes and retained

\$2,732,408. The Appropriations Act H 5100, for Fiscal Year FY2024-25, realigned the funding sources to the agency by appropriating an additional \$3 million in the General Fund and eliminated \$2.5 million of revenues generated for the agency by the Self-Insurance Tax.

Information Technology Legacy System Modernization Project

The General Assembly approved \$6,695,084 as recurring funding for the Information Technology Legacy System Modernization Project. The project is an upgrade of the IT claims management system. The project is not complete. Phases implemented in FY24 are described in the Information Technology Department section above.

House Legislative Oversight Committee

In December 2022, the House Legislative Oversight Committee selected eight agencies to study during the 125th General Assembly. During FY24 numerous hours of agency staff responding to information requested by the HLOC staff and preparing a presentation about the agency to the HLOC subcommittee. During FY23 time was spent gathering information about the Commission's statutory and regulatory authority, mission, goals and objectives, financial data, and business processes and procedures outcomes. The Commission made presentations to HLOC subcommittee on June 6, 2023 and November 21, 2023. On February 29, 2024 the subcommittee approved the report to be sent to the full HLOC Committee for approval. The HLOC approved the report on August 20, 2024. Details of the report's findings and recommendations may be found on the House Legislative Oversight Committee's page on www.scstatehouse.gov. The report findings and recommendations will be included in the Commission's AAR for FY2025.

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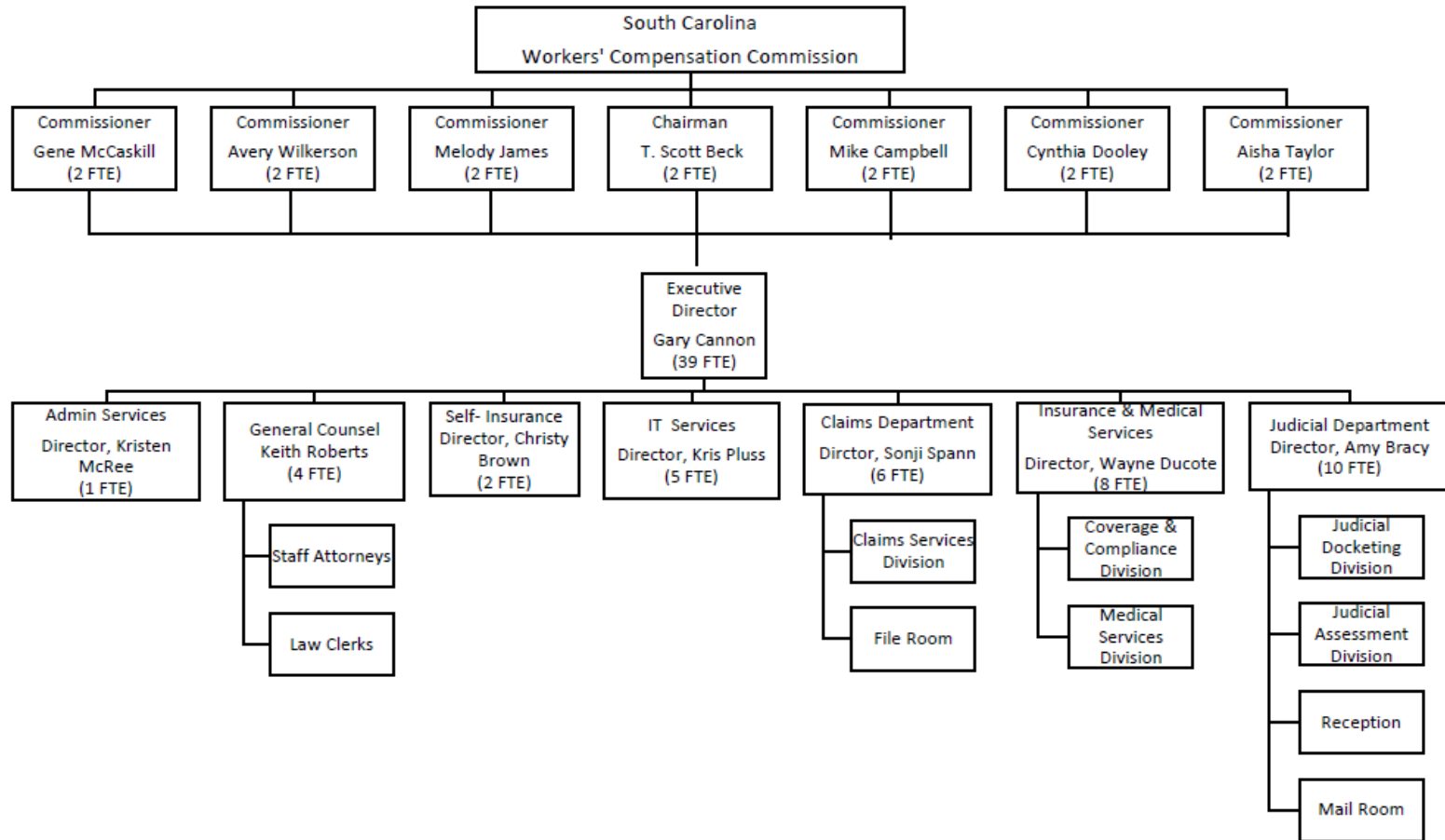
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AGENCY ORGANIZATIONAL CHART



*65 Authorized Positions (no change for FY2024-25)

2024

Reorganization and Compliance

as submitted for the Accountability Report by:

R080 - Worker's Compensation Commission

Primary Contact

First Name	Last Name	Role/Title	Email Address	Phone
Gary	Cannon	Executive Director	gcannon@wcc.sc.gov	803.737.5726

Secondary Contact

First Name	Last Name	Role/Title	Email Address	Phone
Kristen	McRee	Director of Administration	kmcree@wcc.sc.gov	803.737.5761

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

Agency Vision	Adopted in:
Judiciously consider the facts of each case. Render decisions based on application of facts to the law. Treat all stakeholders fairly and equitably and in a timely manner. Promote efficiency and effectiveness. Remember ... a case involves a human being.	2009

Recommendations for reorganization requiring legislative change:
None

Agency intentions for other major reorganization to divisions, departments, or programs to allow the agency to operate more effectively and efficiently in the succeeding fiscal year:
1. In August 2023, the agency moved Self-Insurance Program from the Insurance and Medical Services Department to Administration as a direct report to the Executive Director; 2. In August 2023 the agency reclassified the Human Resources Manager I position to an Administrative Manager I position, responsible for human resources, financial accounting, budgeting and procurement.

Significant events related to the agency that occurred in FY2024				
Description of Event	Start	End	Agency Measures Impacted	Other Impacts
No performance measures were affected.				

Is the agency in compliance with S.C. Code Ann. § 2-1-220, which requires submission of certain reports to the Legislative Services Agency for publication online and the State Library? (See also S.C. Code Ann. § 60-2-20).	Yes
	Yes

Reason agency is out of compliance: (if applicable)

Is the agency in compliance with various requirements to transfer its records, including electronic ones, to the Department of Archives and History? See the Public Records Act (S.C. Code Ann. § 30-1-10 through 30-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).	Yes
	Yes

Does the law allow the agency to promulgate regulations?	Yes
	Yes

Law number(s) which gives the agency the authority to promulgate regulations:	42-3-30
	42-3-30

Has the agency promulgated any regulations?	No
	No

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

(End of Reorganization and Compliance Section)

FY2024

Strategic Plan Results

as submitted for the Accountability Report by:

R080 - Worker's Compensation Commission

- Goal 1 Adjudication of Claims in a timely, efficient and fair manner
- Goal 2 Compliance with statutes and regulations
- Goal 3 Communication and Outreach
- Goal 4 Process Improvement

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.1 Comm - Approve Attorney Fee Petitions State Objective: Government and Citizens														
1.1.1	Comm - Approve Attorney Fee Petitions	8,300	8,500	8,331	Count	equal to or greater than	State Fiscal Year	Number of presentations	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	The target value for this metric is set in relation to the number of attorney fee petitions submitted by attorneys in prior years. This year, all petitions submitted were reviewed and or approved by a commissioner; However, only 8,331 were submitted this fiscal year. This number is less than the number of fee petitions submitted last year. The Commission has no control over the number of attorney fee petitions submitted each year.
1.2 General Counsel - Conduct legal review higher court decisions with Commissioners State Objective: Government and Citizens														
1.2.1	General Counsel - Conduct legal review higher court decisions with Commissioners	15	15	15	Count	equal to or greater than	State Fiscal Year	Number of responses	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
1.2.2	General Counsel - Provide legal counsel to individual Commissioners on specific cases	275	275	480	Count	equal to or greater than	State Fiscal Year	Number of reports	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
1.3 Judicial - Monitor mediation program State Objective: Government and Citizens														
1.3.1	Judicial - Monitor mediation program	800	854	834	Count	equal to or greater than	State Fiscal Year	Number of emails added to or removed from on distribution list	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	The target value for this metric is set in relation to the number of mediations reported to the Commission by the parties on a Form 70. The Target is based on historical data and estimated projections. With very few exceptions, the Commission has no control over the number of mediations that occur.
1.3.2	Judicial - Process, schedule and conduct Informal Conferences	2,500	3,000	2,836	Count	equal to or greater than	State Fiscal Year	Number of notices published	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	The target value for this metric is set in relation to the number of Informal Conferences requested, scheduled, and conducted. The Commission has no control over the number of Informal Conferences requested, scheduled, and conducted. The Target is based on historical data and estimated projections.
1.3.3	Judicial - Develop business continuity for Informal Conference Program	1	1	1	Count	Complete	State Fiscal Year	Target number of stakeholder agencies to benefit from information, determine best method of communication, and develop schedule for implementation	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, insurance carriers, claimants	1002.000000.000	
2.1 IMS Review all claims filed to ensure employer has proper insurance coverage State Objective: Government and Citizens														

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes	
2.1.1	IMS Review all claims filed to ensure employer has proper insurance coverage	65,000	60,000	61,320	Count	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000		
2.1.2	IMS Initiate and conduct investigation if coverage not found	2,000	1,850	1,660	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	The target value for this metric was based upon the number of prior year investigations. Staff turnover in the department during the last fiscal year and the associated onboarding and training periods impacted staff productivity.	
2.1.3	IMS Initiate legal proceedings to compel coverage	900	500	573	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000		
2.1.4	IMS Partner with outside resources to obtain data to assist compliance investigations	4	4	4	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000		
2.1.5	IMS Conduct review of Compliance Program to ensure equity of fines assessment	1	1	1	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000		
2.1.6	General Counsel - Recommends changes in statute to implement fine equity	1	1	1	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	0100.000000.000		
2.2	Claims - monitor required claims forms and reports for timely and proper filing							State Objective: Government and Citizens							
2.2.1	Claims - monitor required claims forms and reports for timely and proper filing	95,000	95,000	172,179	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000		
2.2.2	Claims - assess fines for violation of claims forms and reports required filing	2,500	3,000	3,454	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000		
2.3	Self-Insurance accept, review and process applications for employers to self-insure							State Objective: Government and Citizens							
2.3.1	Self-Insurance accept, review and process applications for employers to self-insure	130	109	119	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000		
2.3.2	Self-Insurance monitor all self-insured employers for financial compliance	100	50	48	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	0100.000000.000	The target value of this metric was based upon the number of prior year audits completed. Staff turnover in the department and the number of self-insured applications for review and processing during the fiscal year impacted the number of audits completed.	
2.4	IMS - Update medical fee schedules							State Objective: Government and Citizens							
2.4.1	IMS - Update medical fee schedules	3	3	3	Count	Complete	Other	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	0100.000000.000		
2.5	IMS - Provide timely response to medical billing questions							State Objective: Government and Citizens							
2.5.1	IMS - Provide timely response to medical billing questions	900	789	884	Count	Equal to or greater than	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	medical service providers, insurance carriers	0100.000000.000		
3.1	Develop educational seminar for stakeholder groups to disseminate basic information about the workers' compensation system as well as informaton targeted to specific elements of stakeholder groups.							State Objective: Government and Citizens							

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes	
3.1.1	Admin, Exec Staff - Conduct Claims Administration workshops for stakeholders		2	2	1	Count	Maintain range	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.1.2	Admin, Exec Staff - explore alternate methods for presenting Claims workshop	100%	0%	25%	Percent complete	Maintain range	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000		
3.1.3	Admin - Provide agency updates to stakeholder groups	10	3	8	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000		
3.1.4	Admin, Comm - Educational presentations to stakeholder groups, civic organizations	2	2	10	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000		
3.1.5	Admin - Respond to stakeholder communications from stakeholders	3,000	3,699	1,919	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	The target value for this metric is dependent upon the number of outside inquiries received by the Commission. This number can vary depending on external factors. During the fiscal year, the Commission received 1,919 and promptly responded to all communications received.	
3.2	Maintain data throughout year, verify data at end of year								State Objective: Government and Citizens						
3.2.1	Admin - Prepare Annual and Accountability Reports		2	2	2	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2.2	Admin - Update and maintain e-mail list-serve mechanisms	785	759	2,027	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000		
3.2.3	Admin - Publish Advisory Notices and distribute to stakeholders	50	23	33	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000		
3.2.4	IMS - Program to educate small businesses and insurance agents about coverage	100%	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000		
3.2.5	Admin, Comm - Convene ad hoc focus groups to discuss proposed changes	100%	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000		
4.1	IT - Evaluate status of implementing Phase I IT Legacy System Modernization Project								State Objective: Government and Citizens						
4.1.1	IT - Evaluate status of implementing Phase I IT Legacy System Modernization Project	100%	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000		
4.1.2	IT - Complete gap analysis by third party	100%	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000		

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
4.1.3	IT - Finalize dispute before State Procurement Officer	100%	100%	50%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	This Contract controversy has been pending before the Chief Procurement Officer since December 2020. Hearings are scheduled at the discretion of the CPO. Appeals are scheduled at the discretion of the Procurement Review Panel. A hearing was held in April 2023. The Commission continues to fully and timely participate in the resolution process as directed.
4.1.4	IT - Determine next steps for development final system	100%	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.2 Admin - Review financial activities conducted by Commission Staff State Objective: Government and Citizens														
4.2.1	Admin - Review financial activities conducted by Commission Staff	100%	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.2.2	Admin - Determine opportunities for improved efficiencies	100%	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.3 HR - Review process improvements through attrition/succession planning State Objective: Government and Citizens														
4.3.1	HR - Review process improvements through attrition/succession planning	100%	100%	75%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	Key agency positions have been identified and retirement rates have been assessed. A formal succession plan for all departments is still in process.
4.4 Admin - Survey stakeholders for preferred communication methods State Objective: Government and Citizens														
4.4.1	Admin - Survey stakeholders for preferred communication methods	100%	100%	0%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	The Commission decided not to conduct a formal survey of stakeholders to determine their preferred method of communication because of the plan to create a position in FY2025 to be responsible for ombudsman and communication activities for the Commission.
4.5 HR - Evaluate training needs for employees State Objective: Government and Citizens														
4.5.1	HR - Evaluate training needs for employees	100%	100%	50%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency employees	0100.000000.000	In August 2023, the Commission reclassified the Human Resources Manager I position to an Administrative Manager I position, making the department responsible for human resources, financial accounting, budgeting, and procurement. Due to initial onboarding and training procedures for the new employee leading the department, training needs were reviewed but the training program has not yet been formally updated.
4.5.2	HR - Oversee EPMS process	100%	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency employees	0100.000000.000	

FY2025

Strategic Plan Development

as submitted for the Accountability Report by:

R080 - Worker's Compensation Commission

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

Goal 2 Compliance with statutes and regulations

Goal 3 Communication and Outreach

Goal 4 Process Improvement

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.1 Comm - Approve Attorney Fee Petitions													
State Objective: Government and Citizens													
1.1.1	Comm - Approve Attorney Fee Petitions	8,300.00	8,500.00	Count	equal to or greater than	State Fiscal Year	Number of presentations	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
1.2 General Counsel - Conduct legal review higher court decisions with Commissioners													
State Objective: Government and Citizens													
1.2.1	General Counsel - Conduct legal review higher court decisions with Commissioners	15	15	Count	equal to or greater than	State Fiscal Year	Number of responses	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
1.2.2	General Counsel - Provide legal counsel to individual Commissioners on specific cases	275	325	Count	equal to or greater than	State Fiscal Year	Number of reports	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
1.3 Judicial - Monitor mediation program													
State Objective: Government and Citizens													
1.3.1	Judicial - Monitor mediation program	800	854	Count	equal to or greater than	State Fiscal Year	Number of emails added to or removed from on distribution list	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
1.3.2	Judicial - Process, schedule and conduct Informal Conferences	2,500	3,000	Count	equal to or greater than	State Fiscal Year	Number of notices published	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
1.3.3	Judicial - Develop business continuity for Informal Conference Program	1	1	Count	Complete	State Fiscal Year	Target number of stakeholder agencies to benefit from information, determine best method of communication, and develop schedule for implementation	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, insurance carriers, claimants	1002.000000.000	
2.1 IMS Review all claims filed to ensure employer has proper insurance coverage													
State Objective: Government and Citizens													
2.1.1	IMS Review all claims filed to ensure employer has proper insurance coverage	65,000	60,000	Count	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
2.1.2	IMS Initiate and conduct investigation if coverage not found	2,000	2,000	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
2.1.3	IMS Initiate legal proceedings to compel coverage	900	500	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes	
2.1.4	IMS Partner with outside resources to obtain data to assist compliance investigations	4	4	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000		
2.1.5	IMS Conduct review of Compliance Program to ensure equity of fines assessment	1	1	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000		
2.1.6	General Counsel - Recommends changes in statute to implement fine equity	1	1	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	0100.000000.000		
2.2	Claims - monitor required claims forms and reports for timely and proper filing						State Objective: Government and Citizens							
2.2.1	Claims - monitor required claims forms and reports for timely and proper filing	95,000	165,000	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000		
2.2.2	Claims - assess fines for violation of claims forms and reports required filing	2,500	3,000	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000		
2.3	Self-Insurance accept, review and process applications for employers to self-insure						State Objective: Government and Citizens							
2.3.1	Self-Insurance accept, review and process applications for employers to self-insure	130	115	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000		
2.3.2	Self-Insurance monitor all self-insured employers for financial compliance	100	50	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	0100.000000.000		
2.4	IMS - Update medical fee schedules						State Objective: Government and Citizens							
2.4.1	IMS - Update medical fee schedules	3	3	Count	Complete	Other	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency, Dept of Admin	0100.000000.000		
2.5	IMS - Provide timely response to medical billing questions						State Objective: Government and Citizens							
2.5.1	IMS - Provide timely response to medical billing questions	900	800	Count	Equal to or greater than	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	medical service providers, insurance carriers	0100.000000.000		
3.1	Develop educational seminar for stakeholder groups to disseminate basic information about the workers' compensation system as well as information targeted to specific elements of stakeholder groups.						State Objective: Government and Citizens							
3.1.1	Admin, Exec Staff - Conduct Claims Administration workshops for stakeholders	2	2	Count	Maintain range	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000		
3.1.2	Admin, Exec Staff - explore alternate methods for presenting Claims workshop	100%	50%	Percent complete	Maintain range	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000		
3.1.3	Admin - Provide agency updates to stakeholder groups	10	10	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000		

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
3.1.4	Admin, Comm - Educational presentations to stakeholder groups, civic organizations		2	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.1.5	Admin - Respond to stakeholder communications from stakeholders	3,000	2,100	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2 Maintain data throughout year, verify data at end of year													State Objective: Government and Citizens
3.2.1	Admin - Prepare Annual and Accountability Reports		2	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2.2	Admin - Update and maintain e-mail list-serve mechanisms	785	2,100	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2.3	Admin - Publish Advisory Notices and distribute to stakeholders	50	33	Count	Complete	State Fiscal Year	Count	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2.4	IMS - Program to educate small businesses and insurance agents about coverage	100%	75%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
3.2.5	Admin, Comm - Convene ad hoc focus groups to discuss proposed changes	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
4.1 IT Legacy System Upgrade													State Objective: Government and Citizens
4.1.1	Implement Phase II	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.1.2	IT - Finalize dispute before State Procurement Officer	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.1.3	IT - Determine next steps for development final system	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.2 Admin - Review financial activities conducted by Commission Staff													State Objective: Government and Citizens
4.2.1	Admin - Review financial activities conducted by Commission Staff	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.2.2	Admin - Determine opportunities for improved efficiencies	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	
4.3 HR - Review process improvements through attrition/succession planning													State Objective: Government and Citizens
4.3.1	HR - Review process improvements through attrition/succession planning	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency	0100.000000.000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
4.4 Admin - Survey stakeholders for preferred communication methods													State Objective: Government and Citizens
4.4.1	Admin - Survey stakeholders for preferred communication methods	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	employers, insurance carriers, adjusters, attorneys, paralegals, medical service providers	0100.000000.000	
4.5 HR - Evaluate training needs for employees													State Objective: Government and Citizens
4.5.1	HR - Evaluate training needs for employees	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency employees	0100.000000.000	
4.5.2	HR - Oversee EPMS process	100%	100%	Percent complete	Complete	State Fiscal Year	Percent complete as determined by the agency.	Internal Records	Internal Record electronic storage	Efficiency and effectiveness of system as it affects individual stakeholder	agency employees	0100.000000.000	

2024

Budget Data

as submitted for the Accountability Report by:

R080 - Worker's Compensation Commission

State Funded Program No.	State Funded Program Title	Description of State Funded Program	(Actual) General	(Actual) Other	(Actual) Federal	(Actual) Total	(Projected) General	(Projected) Other	(Projected) Federal	(Projected) Total
0100.000000.000	Administration	Salary and operating expenses for Executive Director.	\$ 260,583.00	\$ 2,180,393.00	\$ -	\$ 2,440,975.00	\$ 209,696.00	\$ 711,453.42	\$ -	\$ 921,149.75
0500.010000.000	Commissioners	Salary and operating expenses for Commissioners and their Administrative Assitants.	\$ 2,409,772.00	\$ 202,329.00	\$ -	\$ 2,612,102.00	\$ 2,454,943.83	\$ 213,900.33	\$ -	\$ 2,668,844.17
0500.050000.000	Management	Salary for an employrtn assigned to the Judicial staff to process documents for disputed claims.	\$ -	\$ 849,707.00	\$ -	\$ 849,707.00	\$ -	\$ 587,747.67	\$ -	\$ 587,747.67
1002.000000.000	Insurance & Medical Services	Salary and operating expenses for an employees assigned to the Insurance and Medical Services Department to review claims to ensure compliance for statutory requirement for employers to have workers' compensation insurance.	\$ 46,298.00	\$ 799,017.00	\$ -	\$ 845,315.00	\$ 51,625.00	\$ 835,765.00	\$ -	\$ 887,390.00
1503.000000.000	Claims	Salary and operating expenses assigned to the Claims Department to review required documents related to claims.	\$ 123,213.00	\$ 340,400.00	\$ -	\$ 463,613.00	\$ 91,317.00	\$ 273,573.00	\$ -	\$ 364,890.00
9500.050000.000	State Employer Contributions	State benefits for employees funded by State Funds.	\$ 772,524.00	\$ 908,498.00	\$ -	\$ 1,681,022.00	\$ 772,524.00	\$ 908,498.00	\$ -	\$ 1,681,022.00
9815.070000X000	IT Division	Funding salaries and operating expenses for the IT Department.	\$ -	\$ 344,730.00	\$ -	\$ 344,730.00		\$ 344,730.00	\$ -	\$ 344,730.00

2024

Legal Data

as submitted for the Accountability Report by:

R080 - Worker's Compensation Commission

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2024
Chapter 67	State	Regulation	Regulations of the SC Workers' Compensation Commission	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Proviso 74.1	State	FY24-25 Proviso	Authority to collect and retain revenues from the Educational Seminar	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Chapter 67	State	Regulation	Regulations of the SC Workers' Compensation Commission	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Proviso 74.1	State	FY24-25 Proviso	Authority to collect and retain revenues from the Educational Seminar	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Proviso 74.2	State	FY24-25 Proviso	Authority to retain and expend revenues collected from the \$25 filing fee for hearings, settlements or motion.	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
SC Appellate court Rule 241,	State	Statute	Rules of appellate practice	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 1, Chapter 23	State	Statute	Authority of Commission for rule making and adjudication of contested cases	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 38, Chapter 1 and Chapter 7	State	Statute	Title and Definitions of Insurance, insurance fees and taxes, and fraud	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 42 Chapter 1	State	Statute	General Provisions of the Workers' Compensation Law	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2024
Title 42 Chapter 3	State	Statute	Creates department, establishes terms of office, vacancies, duties of Commission. Provides authority for Commissioners to hear and decide questions arising under the Workers' Compensation Act, Provides authority of chairman and executive director, authority promulgate regulations, policies and procedures, establishes salaries of the commissioners and executive director, creation of the administrative department, requires annual budget and publication of annual report, authority to collect fines and use of proceeds, and Commissioners bound by Code of Judicial Conduct	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 42 Chapter 5	State	Statute	Establishes employer requirements for insurance, penalties, compliance requirements, and tax on self-insurers	Requires a manner of delivery	Process applications for self-insurance, monitor self insurers for compliance	No Change
Title 42 Chapter 9	State	Statute	Provides for the basis of awards for compensation and payment of compensation benefits	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 42, Chapter 11	State	Statute	Provides for procedure and entitlement to benefits in cases involving an occupational illness	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 42, Chapter 17	State	Statute	Establishes authority to conduct hearings and appeals by the Full Commission, provides authority for judicial review of decisions by the courts	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Title 42, Chapter 19	State	Statute	Establishes requirements for records and reports, establishes confidentiality of records in the possession of the Commission	Requires a manner of delivery	process claims, adjudicate disputes, ensure proper coverage and reporting requirements are met	No Change
Proviso 74.3	State	FY22-23 Proviso	Suspended the sunset provision Act 68 of 2017 for the current fiscal year to allow the commission to continue to collect tax on self-insurers.	Funding agency deliverable(s)	funding for agency operations to deliver services	Repealed

2024

Services Data

as submitted for the Accountability Report by:
R080 - Worker's Compensation Commission

Description of Service	Description of Direct Customer	Customer Name	Others Impacted by Service	Division or major organizational unit providing the service.	Description of division or major organizational unit providing the service.	Primary negative impact if service not provided.	Changes made to services during FY2024	Summary of changes to services
budget, financial, policy, administration	Commissioners, internal stakeholders, external stakeholders	WCC Commissioners, staff, attorneys, employers, insurance carriers, medical services providers	claimants	Administration	Oversight programs	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
draft legislation, proposed regulations	Commissioners, internal stakeholders, external stakeholders	WCC Commissioners, staff, attorneys, employers, insurance carriers, medical services providers	claimants	Administration	Legislative and regulatory changes	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
Ombudsman services	Claimants	Claimants	members of General Assembly	Administration	Administration	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
contract services for technology infrastructure	Internal and external stakeholders	WCC Commissioners, staff, attorneys, employers, insurance carriers, medical services providers	claimants	Administration	Information Technology	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
information technology services	Internal and external stakeholders	WCC Commissioners, staff, attorneys, employers, insurance carriers, medical services providers	claimants	Administration	Information Technology	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
Educational workshop	Internal and external stakeholders	WCC, staff, attorneys, employers, insurance carriers, medical services providers	claimants	Administration	Education/Outreach	stakeholders will not be able to comply with requirements, causing delays in service delivery to claimants and fines assessed to carriers and employers	No Change	
presentation to stakeholder groups	External Stakeholders	Attorneys, employers, insurance carriers, medical services providers	adjusters	Administration	Education/Outreach	stakeholders will not be able to comply with requirements, causing delays in service delivery to claimants and fines assessed to carriers and employers	No Change	
processing hearing requests, motions	External Stakeholders	Attorneys, employers, insurance carriers, medical services providers, claimants	claimants	Judicial	adjudication of claims	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	

Description of Service	Description of Direct Customer	Customer Name	Others Impacted by Service	Division or major organizational unit providing the service.	Description of division or major organizational unit providing the service.	Primary negative impact if service not provided.	Changes made to services during FY2024	Summary of changes to services
processing hearing requests, motions	External Stakeholders	Attorneys, employers, insurance carriers, medical services providers, claimants	claimants	Judicial	adjudication of claims	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
processing appeals	External Stakeholders	Attorneys, employers, insurance carriers, medical services providers, claimants	claimants	Judicial	adjudication of claims	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
processing of required reports	External Stakeholders	insurance carriers	claimants	Claims	Review case files	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
ensure employers have required insurance	External Stakeholders	uninsured employers	claimants	Insurance & Medical Services	Compliance	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
ensure employers have required insurance	External Stakeholders	uninsured employers	claimants	Insurance & Medical Services	Coverage	claimants will not receive benefits afforded to them under the workers' compensation act in a timely manner	No Change	
oversee medical payments for claimants	External Stakeholders	Medical service providers and payers	claimants	Insurance & Medical Services	Medical Fee Schedule	medical cost of system will increase or decrease in number of medical providers to injured workers; employers insurance premiums may increase	No Change	
oversight of self-insurers	External Stakeholders	employers seeking and obtaining self insurer status	claimants	Insurance & Medical Services	Self-Insurance Program	employees of self-insured employers protected if employer files bankruptcy	No Change	

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Partnerships Data

as submitted for the Accountability Report by:
R080 - Worker's Compensation Commission

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Federal Government	Center for Medicaid and Medicare Services	Annual data sharing for medical fee schedule	No Change
Local Government	Council of Governments	Use of courtroom facilities to conduct hearings	No Change
Non-Governmental Organization	External Consultant	Annual renewal of Medical Fee Schedule	No Change
State Government	General Assembly	approval of statutes and regulations, budget	No Change
State Government	Governor's Office	appointment of commissioners, budget approval	No Change
Non-Governmental Organization	NCCI	Data sharing for insurance coverage compliance	No Change
Local Government	SC Counties	Use of courtroom facilities to conduct hearings	No Change
State Government	SC Court System	adjudication of appeals	No Change
State Government	SC Department of Administration	MOA for financial administrative services	No Change
State Government	SC Department of Employment and Workforce	Data sharing to determine employers insurance coverage requirement	No Change
State Government	SC Department of Vocational Rehabilitation	Data sharing to provide referrals for claimants	No Change
State Government	SC Department of Vocational Rehabilitation	Use of facilities to conduct hearings	No Change

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
State Government	SC Division of Technology	contract services for technology infrasture	No Change
Local Government	SC Municipalities	Use of courtroom facilities to conduct hearings	No Change

2024

Reports Data

as submitted for the Accountability Report by:

R080 - Worker's Compensation Commission

Report Name	Law Number (if applicable)	Summary of information requested in the report	Date of most recent submission DURING the past fiscal year	Reporting Frequency	Type of entity/entities	Method to access the report	Direct access hyperlink or agency contact (if not provided to LSA for posting online)	Changes to this report during the past fiscal year	Explanation why a report wasn't submitted
Small Business Minority Enterprise	Procurement Code 11-35-5240	Amount of purchases from vendors eligible as small minority business	September 2023	Quarterly	South Carolina state agency or agencies	Electronic copy available upon request	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	
SC Human Affairs Commission	S.C. Code Ann. Regs. 65-20	statistics of existing employees and new hires race and sex; and applicant pool of vacancies	September 2023	Annually	South Carolina state agency or agencies	Available on another website	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	
Recycling Report	S.C. Code Ann. 44-96-140(B)	amount of recyclable materials generated by the agency	September 2023	Annually	South Carolina state agency or agencies	Available on another website	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	
Accountability Report	S.C. Code 1-1-820	departments mission, objectives, performance measures	September 2023	Annually	South Carolina state agency or agencies	Provided to LSA for posting online	Gary M Cannon, Executive Director, GCannon@wcc.sc.gov	No Change	

AGENCY NAME:	Workers' Compensation Commission		
AGENCY CODE:	R080	SECTION:	074

2024
Accountability Report

SUBMISSION FORM

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

- Data Template
 - Reorganization and Compliance
 - FY2024 Strategic Plan Results
 - FY2025 Strategic Plan Development
 - Legal
 - Services
 - Partnerships
 - Report or Review
 - Budget
- Discussion Template
- Organizational Template

I have reviewed and approved the financial report summarizing the agency’s budget and actual expenditures, as entered by the agency into the South Carolina Enterprise Information System.

The information submitted is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR <i>(SIGN AND DATE):</i> (TYPE/PRINT NAME):	SIGNATURE ON FILE	Signature Received: 09/13/2024
	Gary M. Cannon	

BOARD/CMSN CHAIR <i>(SIGN AND DATE):</i> (TYPE/PRINT NAME):	SIGNATURE ON FILE	Signature Received: 09/13/2024
	T. Scott Beck	