



2020 Annual Report

Virginia Workers' Compensation Commission



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Commissioners and Senior Leaders pictured left to right:

Hon. R. Ferrell Newman, Chairman; Hon. Wesley G. Marshall, Commissioner; Hon. Robert A. Rapaport, Commissioner; Evelyn V. McGill, Executive Director and Hon. James J. Szablewicz, Chief Deputy Commissioner

Our MISSION

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





Honorable R. Ferrell Newman

Chairman

To the Workers' Compensation Community, I bring you greetings and proudly introduce the Commission's 2020 Annual Report. What a year it was! It is my privilege to tell you how the Commission fared in the face of 2020's unique obstacles.

In 2020, the Commission expanded its vision and became a positive influence on workers' compensation globally, thanks to our Executive Director, Evelyn McGill and many others. The International Association of Industrial Accident Boards and Commissions (IAIABC) is the premier workers' compensation organization with a membership consisting of agencies, commissions, judicial bodies and private industry from countries around the world. In her capacity as President of the IAIABC, and representing the VWC, Evelyn attended an international workers' compensation conference held in Kuala Lumpur, Malaysia where she had the opportunity to meet with leaders in our field from around the globe. Other Commission team members advanced our vision of leading the nation as the most effective and innovative state agency by chairing committees of the IAIABC and delivered training on mediation, electronic data interchange, systems and other cutting-edge workers' compensation topics.

Annually, the IAIABC presents its "NextGen Award" to recognize exceptional individuals under age 40 who are transforming the workers' compensation industry through their leadership, innovation and talent. From the nation-wide list of nominees, the IAIABC selected its 2020 NextGen winner - Erin Bishop, a Supervisor in the Commission's Alternative Dispute Resolution Department (ADR). And while on the subject, the ADR Department continued its stellar performance by conducting over 4,500 events. The events included Full and Final Mediations and Issue Mediations with an impressive success rate in the range of 80%.

In response to the 2020 controversies and protests occurring in the Commonwealth and at the request of Team Members, the Commission undertook a thoughtful, planned initiative on Diversity and Inclusion. A core group, including senior leadership, mediators and others, met and designed a program to address these difficult topics head-on. A survey of our Team was undertaken, leading to "Dialogues on Diversity" small group discussions that addressed various issues relating to diversity, inclusion, equity and race. The dialogues were facilitated by certified mediators and each was attended by at least one Commissioner and either the Executive Director or Chief Deputy Commissioner. Lessons learned from the small group dialogues were refined into a strategic action plan with core initiatives being undertaken in Training and Education, Events, Internal Dispute Resolution, Ongoing Dialogues, and External Outreach.

With the advent of the Fee Schedule in 2018, came the Commission's newest department, Medical Fee Services (MFS). It is with great pride that we note that 2020 was the year the MFS Department Manager, Drema Thompson, secured her Doctorate in Business Administration, with a specialization in Healthcare Information Management. Under Dr. Thompson's expert tutelage, the MFS department performs multiple services including the resolution of disputes between payors and providers concerning reimbursement rates for millions of dollars for medical services provided injured workers.

Of course, the elephant in the 2020 room was Covid-19. In March, hearings were canceled and the Commission's offices vacated. The Commission initiated a Telework Initiative allowing the vast majority of employees to work remotely. A Covid-19 Task Force was organized that established and implemented health and safety protocols exceeding state and national requirements. The Commission's Information Systems Department performed its magic making available to parties the option to participate in hearings, meetings and mediations by video. The consequence of these actions allowed for the swift return of hearings with all dockets back to pre-Covid status or better. Our heartfelt thanks go out to our Deputy Commissioners, Hearing Clerks and all involved in ensuring our important work could continue unabated.

The above is a modest sample of the tip of the sizable iceberg of Commission accomplishments. With the struggle to move forward during such difficult times came the opportunity to learn lessons regarding the value of being innovative, reliable and accountable. We are thankful to all the Commission employees whose duties required that they report to headquarters in spite of the risk. Without the presence of Correspondence Management, Clerk's Office, Financial Services, the Virginia Victims Fund, Human Resources, and others, a continuity of services would not be possible. We likewise extend our appreciation to our Security Services who have direct contact with the public and ensured safety protocols were followed within our facilities.

Success is measured against the magnitude of obstacles overcome. By this standard, the Commission can be rightfully proud. Covid has taught us to think out of the box until that which seems impossible becomes reality. When this deadly virus concludes, VWC has a restart plan, thanks to various input from frontline Team Members, middle management and senior leaders. We are prepared for the everchanging world of work. And, as the Chairman charged with steering the Commission into the face of a global pandemic, I have learned an important lesson in leadership: when blessed with a world-class team, success is a matter of getting out of their way.

The greater the headwind, the higher a bird can soar. In 2020, the Commission soared. As proof thereof, I offer you the following pages.


R. Ferrell Newman

Key ACCOMPLISHMENTS

2020 Top Workplace Nomination

The Commission was nominated in 2020 as a Richmond Time's Dispatch Top Workplace and will be notified of the outcome during 2021. This recognition, if awarded, will be a remarkable achievement, considering that the results are based solely on voluntary, anonymous responses from Commission employees.

Technological Advances

In response to business needs surrounding COVID-19, the Commission's Project Management Office and Information Systems teams led the implementation of various systems to perform virtual hearings and meetings Commission-wide and automation around the Commission-wide telework initiative.

Implementation and Development of JLARC Recommendations

Continued implementation of recommendations from the 2019 JLARC study on Commission operations, including hiring an Ombudsman, updating claimant brochures, enhancements to Judicial operations and completion of a third-party study on repetitive motion.

Enhancements of CICF Programs

Expanded the Criminal Injuries Compensation Fund's (CICF) Restitution Program and performed an evaluation of the Sexual Assault Forensic Exam Payment Program (SAFE) for enhanced service delivery.

Maintained Full Compliance in Various Security Areas

The Commission maintained full compliance with the Commonwealth of Virginia Agency Risk Management and Internal Control Standards. A Commonwealth of Virginia Audit of Public Accounts Information Security was completed, verifying compliance with Virginia Information Security requirements.

Completion of WebFile Upgrades

In 2020, the Commission completed a two-year effort to upgrade the remaining seven of nine external WebFile/Form applications to a new user interface. The 2020 upgrades impacted systems used by Claim Administrators, Self-Insurers, Group Self Insurance Associations (GSIA's), Virginia Victims Fund Medical Providers and Victim Witness Programs, Rejection of Coverage (form 16A) and Notice Terminating Prior Rejection of Coverage (form 17A).

Inception of Diversity and Inclusion Initiative

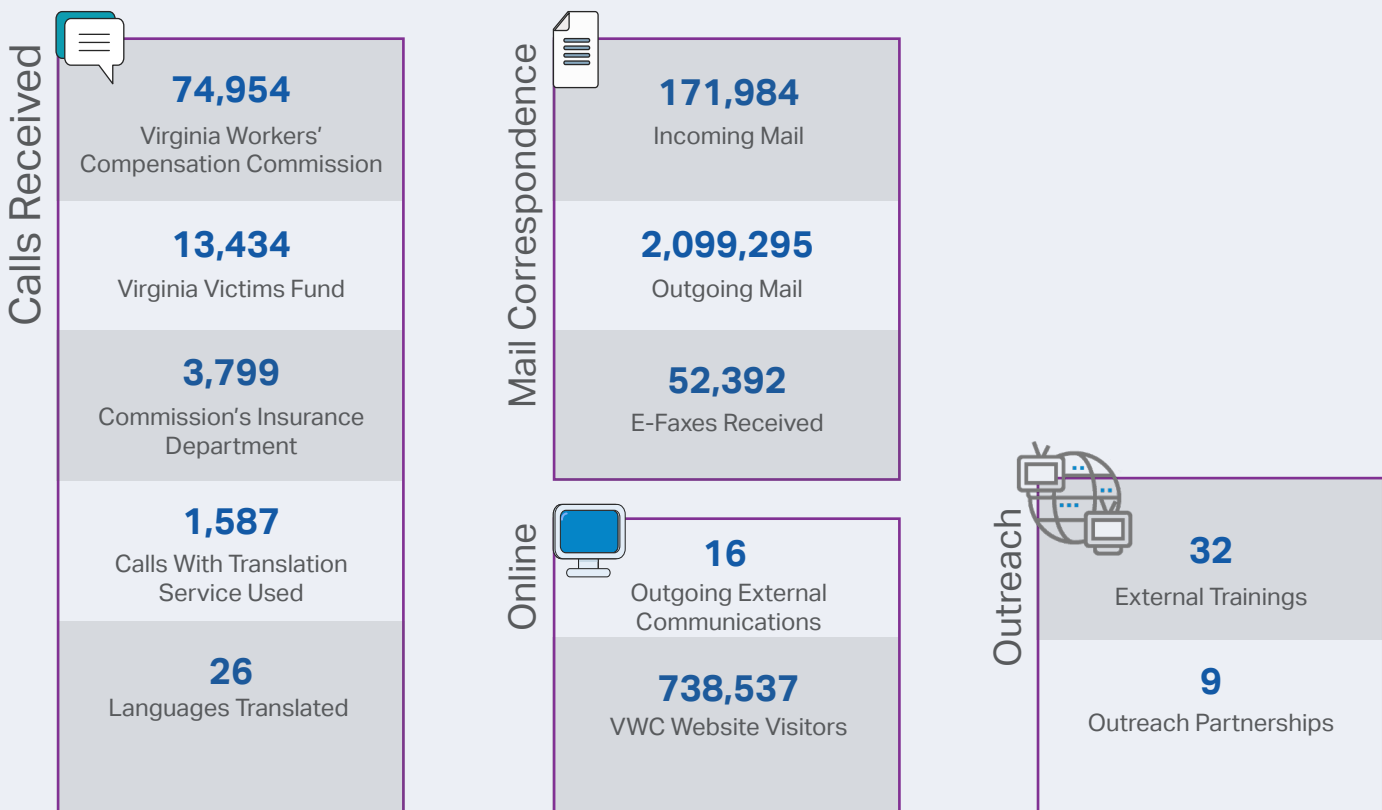
The Commission developed and implemented a Diversity and Inclusion Initiative, which supports six sub-committees hosting various efforts, activities and events. This included multiple "Dialogues on Diversity" sessions in 2020, giving Team Members the opportunity to come together for informal discussions on diversity and its impacts on the workplace.

RESPONSE TO COVID-19

As with all businesses, COVID-19 changed the way the Commission ran various operations in 2020, with lasting effects. Though many Commission business operations have changed, effective service delivery was still maintained. Below are some of the key changes and events.

Developed a Commission-wide shift from in-person to WebEx video hearings and Commission meetings.	Maintained full compliance with both the CDC and the VDH on recommendations for health and safety pandemic responses.	Formed a Commission Restart/ New Normal Advisory Group to develop instructions on Team Members' return to work onsite.
Implemented telework initiative for Team Members beginning in March and in-place indefinitely.	Hosted two virtual Town Hall meetings with Commission Team Members, keeping an open line of communication and team transparency.	Transparent communication to customers and Team Members with 24 COVID-19 related communications in 2020.
Developed a Covid-19 Internal Task Force comprised of senior leaders and various department leaders.	Developed screening protocols for in-person hearings.	Increased Commission's cyber security monitoring.

Outreach and Communication



Financials

VIRGINIA WORKERS' COMPENSATION COMMISSION

The Virginia Workers' Compensation Commission (VWC) collected a 2% tax assessment from all workers' compensation insurers and self-insurers for the operating budget of the Commission. VWC operates on a fiscal year. Data shown here is for July 1, 2019 through June 30, 2020.

\$32.2 Million

VWC tax collection for the administrative fund

UNINSURED EMPLOYER'S FUND

The Uninsured Employer's Fund (UEF) was funded with 50% of the revenue from fines assessed by the Commission, claim payment recoveries from uninsured employers and fund reserve. The UEF provides compensation and medical payments to injured employees or dependents whose employer was not properly insured at the time of a work-related accident.

VIRGINIA VICTIMS FUND

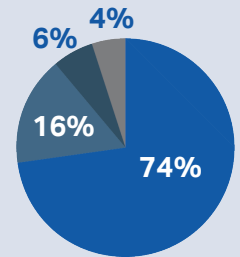
Officially Criminal Injuries Compensation Fund

Administered by VWC, the Virginia Victims Fund (VVF) is funded by court fees, assessments on offenders, restitution and federal grant funds.

VVF's Sexual Assault Forensic Exam Payment Program (SAFE) receives General Fund money via sums designated to the Virginia Supreme Court for reimbursement of sexual assault evidence collection expenses. VVF operates on a fiscal year. Financial data shown represents July 1, 2019 through June 30, 2020.

VWC Expenditures

- Salaries/Benefits
- Contractual Services
computer maintenance, travel, postage and communications
- Fixed Costs
insurance, utilities and lease agreements
- Supplies/Equipment



UEF Financials

\$1.3 Million

Recoveries and Fine Revenue

\$2.6 Million

UEF Operating Expenses

VVF Revenues

\$7.17 Million

\$1.95M Court Costs | **\$2M** Federal Grant

\$1.9M Judicial Branch Transfers | **\$1.3M** Restitution

VVF Expenses

\$9 Million

Awarded Claims: **5,948** totalling **\$6.1 Million**

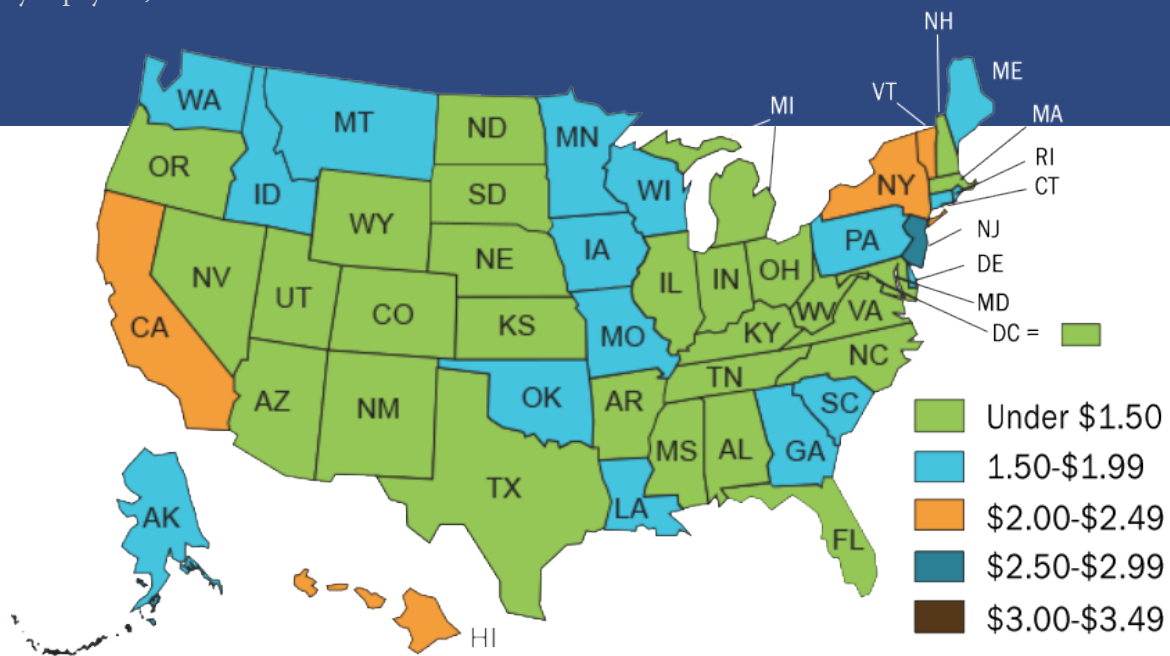
Administrative Costs: **\$2.9 Million**

Twenty-three full-time employees, one part-time employee, office lease agreement, information systems, supplies and equipment

Our INDUSTRY

Virginia's low-cost workers' compensation system is known to create economic advantages in promoting business and job growth. An important long-standing characteristic of Virginia's workers' compensation system is its leadership in low cost.

A leading national comparison of workers' compensation systems is the Oregon Workers' Compensation Premium Rate Ranking Study. This study has been completed in even-numbered years since 1986. In 2020, Virginia was ranked 32 out of 51 jurisdictions in terms of premium rate ranking. Virginia employers in the voluntary market pay, on average, \$1.28 per \$100 of employee payroll, or 89% below the median state rate.



VIRGINIA

**Figures based on Workers' Compensation Premium Per \$100 Payroll Indexed*

Year	2016	2018	2020
Indexed Ranking	47	41	32
Workers' Compensation Premium Per \$100 Payroll Indexed	\$1.24	\$1.28	\$1.28
% Below Median State	67%	75%	89%
Effective Date	4/1/2015	4/1/2017	4/1/2019

Source: Research and Analysis Section, Oregon Department of Consumer and Business Services (Rev. 10/20)

Legislation and Administrative Changes Passed in 2020

1 Chapter 1206 (HB 438) was signed by Governor Ralph Northam on April 22, 2020 (effective July 1, 2020). Workers' compensation; post-traumatic stress disorder; law-enforcement officers and firefighters. This bill provides that post-traumatic stress disorder incurred by a law-enforcement officer or firefighter is compensable under the Virginia Workers' Compensation Act if a mental health professional examines a law-enforcement officer or firefighter and diagnoses the individual as suffering from post-traumatic stress disorder as a result of the individual's undergoing a qualifying event, defined as an incident or exposure occurring in the line of duty on or after July 1, 2020, (i) resulting in serious bodily injury or death to any person or persons; (ii) involving a minor who has been injured, killed, abused, or exploited; (iii) involving an immediate threat to life of the claimant or another individual; (iv) involving mass casualties; or (v) responding to crime scenes for investigation. Other conditions for compensability include (a) if the post-traumatic stress disorder resulted from the law-enforcement officer or firefighter acting in the line of duty and, in the case of a firefighter, such firefighter complied with certain federal Occupational Safety and Health Act standards; (b) if the law-enforcement officer's or firefighter's undergoing of a qualifying event was a substantial factor in causing his post-traumatic stress disorder; (c) if such qualifying event, and not another event or source of stress, was the primary cause of the post-traumatic stress disorder; and (d) if the post-traumatic stress disorder did not result from any disciplinary action, work evaluation, job transfer, layoff, demotion, promotion, termination, retirement, or similar action of the officer or firefighter. The measure also establishes requirements for resilience and self-care technique training.

2 Chapter 0549 (HB 617) was signed by Governor Ralph Northam on March 31, 2020 (effective July 1, 2020). Workers' Compensation repetitive motion injuries. Directs the Virginia Workers' Compensation Commission to engage an independent and reputable national research organization to examine the implications of covering workers' injuries caused by repetitive motion through the Virginia workers' compensation system.

3 Chapter 1086 (HB 46) was signed by Governor Ralph Northam on April 10, 2020 (effective July 1, 2020). Workers' compensation; employer to notify employee of intent. This bill requires an employer whose employee has filed a claim under the Virginia Workers' Compensation Act to advise the employee whether the employer intends to accept or deny the claim or is unable to make such a determination because it lacks sufficient information from the employee or a third party. If the employer is unable to make such a determination because it lacks sufficient information from the employee or a third party, the employer shall so state and identify the needed additional information. If the employer intends to deny the claim, it shall provide the reasons. The bill provides that an employer may, if the employee consents, send any such required response to the employee by email.

4 Chapter 1150 (HB 169) was signed by Governor Ralph Northam on April 11, 2020 (effective July 1, 2020). Workers' compensation; occupational disease presumption; correctional officers. This bill adds correctional officers and full-time sworn members of the enforcement division of the Department of Motor Vehicles to the list of public safety employees who are entitled to a presumption that certain infectious diseases are compensable occupational diseases.

5 **Chapter 0498 (HB 783)** was signed by Governor Ralph Northam on March 27, 2020 (effective July 1, 2020). Workers' compensation; presumption of compensability for certain diseases, conditions before July 1, 2020. This bill adds cancers of the colon, brain, or testes to the list of cancers that are presumed to be an occupational disease covered by the Virginia Workers' Compensation Act when firefighters or certain employees develop the cancer. The presumption shall not apply for any individual who was diagnosed with one of the conditions before July 1, 2020. The measure removes the compensability requirement that the employee who develops cancer had contact with a toxic substance encountered in the line of duty. The bill also reduces the number of years of service needed to qualify for the presumption from 12 to five for various types of cancer. For hypertension or heart disease, the bill adds a requirement that an individual complete five years of service in their position in order to qualify. This bill is identical to SB 9.

6 **Chapter 1558 (HB 616)** was signed by Governor Ralph Northam on April 2, 2020 (effective July 1, 2020). Workers' compensation; Ombudsman program. This bill authorizes the Virginia Workers' Compensation Commission to create an Ombudsman program and appoint an ombudsman to administer such program. The program's purpose is to provide neutral educational information and assistance to persons who are not represented by an attorney, including those persons who have claims pending or docketed before the Commission.

VWC is responsible for carrying out the requirements of the Virginia Workers' Compensation Act, while administering Virginia's Workers' Compensation Program, meeting legal requirements and providing various protections. Most employers doing business in Virginia and most employees working in Virginia are covered under the requirements of the Act. VWC ensures compliance with the Act and all workers' compensation requirements through its mission and agency operations.



Agency Projects

Major Projects Completed in 2020

Development of Ombudsman Office

In response to the 2019 Joint Legislative Audit and Review Commission (JLARC) study, the Commission began development of an Ombudsman office to assist various stakeholders and particularly claimants in navigating workers' compensation. The Ombudsman position description was developed, as well as a database design for Ombudsman records.

Fairfax Regional Office Relocation

During the fourth quarter of 2020, the Fairfax Regional Office relocated to the second floor within the same building, increasing more mediation and office space.

ARMICS / VITA Audit

ARMICS Internal Control Newsletter was developed to provide consistent updates to Commission team members on internal controls, fraud prevention, protecting the Commission's computing environment and safety protocols related to COVID-19.

Significant WebFile Upgrades

WebFile is a paperless option available to attorneys, claimants and claim administrators to receive electronic notifications from the Commission; giving users secure access to claims and documents 24 hours per day. The refresh provides users with a more user-friendly look and feel. Other advantages include a more intuitive and streamlined workflow, as well as a help link to guide and assist the user. Additionally, the refresh makes the WebFile application tablet and mobile-friendly.

In 2020, WebFile upgrades were implemented for Claim Administrators, Virginia Victims Fund Medical Providers and Victims Witness Programs, Rejection of Coverage (form 16A) and Notice Terminating Prior Rejection of Coverage (form 17A), Group Self-Insurance Associations (GSIA's) and Self-Insurers. The implementation of the upgraded Self-Insurers user interface also represented the expansion of a pilot program to all Self-Insurers. This refresh occurred in the second quarter of 2020. This release completed the refresh of all external WebFile applications.

The upgrade for the internal Self-Insurance Financial System was completed in the fourth quarter of 2020 and the Commission's financial system upgrade also began in the fourth quarter.

Implementation of JLARC Study Recommendations

The Commission continues to evaluate and implement recommendations from the 2019 JLARC Study on Commission operations. Quarterly updates are presented to the Commission to provide the status on recommendations being implemented.

Records Retention

The Records Management Program is for the application of effective, efficient and economical methods in creating, maintaining, storing and servicing the Virginia Workers' Compensation Commission and related funds documents and files. In 2020, more than 2.5 million documents were purged through newly developed code for automation and more than 1,300 files were manually purged.

Evaluation of CICF'S SAFE Program

A Governor's Task Force workgroup continued to evaluate the Criminal Injuries Compensation Fund's Sexual Assault and Forensic Exam (SAFE) Program to provide recommendations on future operations of the program.

921,904

Total WebFile Logins

17,967

Paperless Registered Users

64%

of WebFile Users are Paperless

Our CULTURE



13 Departments

297 Employees

78 Above and Beyond Recognitions

This award is given when an employee nominates a co-worker who goes the extra mile.

Enhancements to Business Processes

The Project Management and Information Systems teams implemented system changes for the new 30-Day Order filing process, COVID-19 EDI codes and developed an automated Human Resources Leave Liability Report.

Repetitive Motion Study

As directed by the 2020 Virginia General Assembly HB 617, the Commission worked with a third party consultant to conduct a study of injuries caused by repetitive motion.

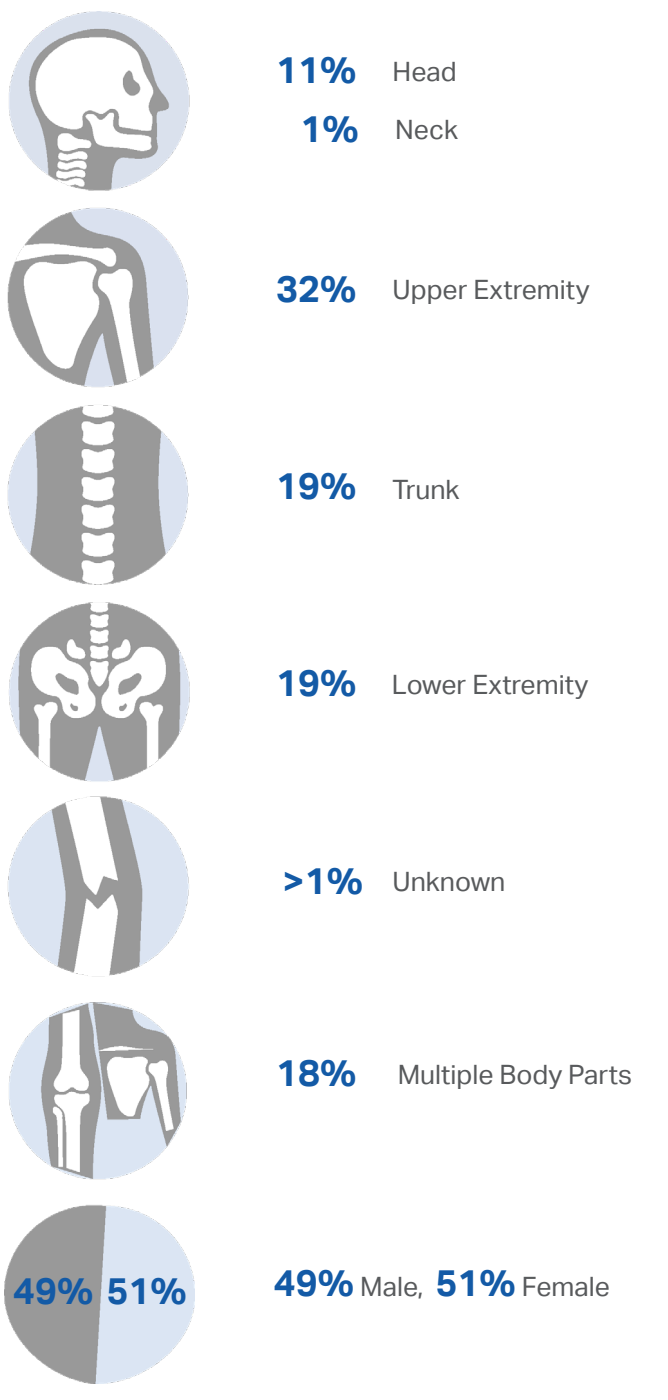
Processes Surrounding COVID-19

- A Commission-wide telework initiative was developed and implemented in March 2020. Essential personnel were identified for required on-site work operations.
- Health and safety protocols were established, exceeding national and state requirements.
- An internal COVID-19 Task Force Committee was formed in March. This Task Force developed protocols in an ever-changing environment during the beginning of COVID-19 and continued throughout 2020.
- A Restart/New Normal Committee was developed to plan the future of Commission operations and planning protocols to implement once the Commission reopens its buildings.
- All-Team COVID-19 communication updates were established by VWC's Executive Director in order to keep Team Members up to date on Commission COVID-19 related news.
- A quarterly Town Hall initiative led by the Commissioners, Chief Deputy Commissioner and Executive Director was developed, providing live-stream events with Team Members on Commission updates.
- Implementation of virtual hearings, mediations and meetings via WebEx were developed.

Injuries Reported

Workplace Injuries Reported in the Commonwealth

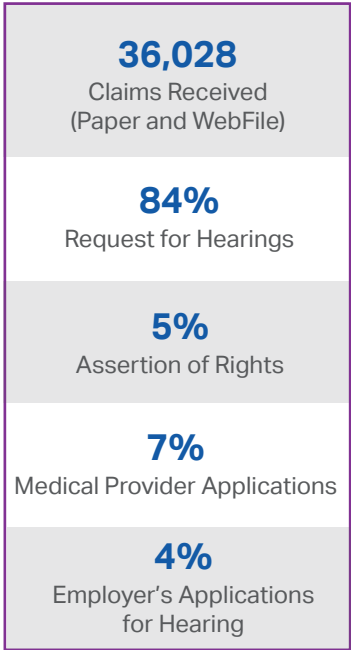
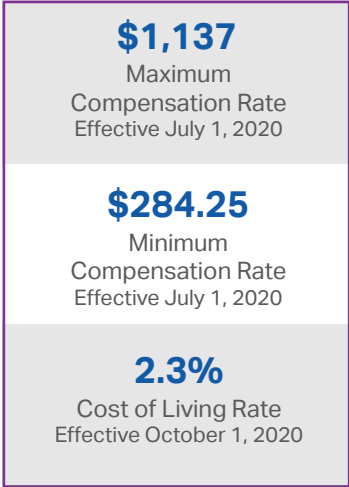
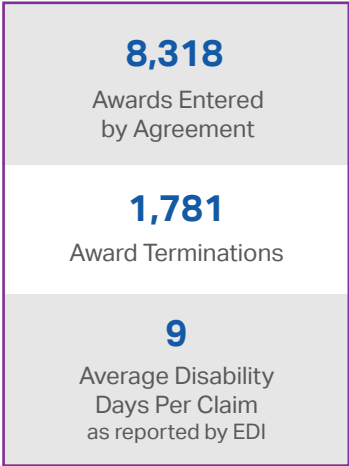
Distribution of Injury



Injury by Event

Includes 45,148 Major and 68,511 Minor Workplace Injuries Reported

- 21%** Miscellaneous
- 20%** Strain
- 17%** Struck by Object
- 17%** Fall, Slip or Trip
- 11%** Cut, Puncture or Scrape
- 4%** Striking Against or Stepping On
- 4%** Caught In, Under or Between
- 3%** Burn or Scald
- 3%** Motor Vehicle
- >1%** Unknown
- >1%** Rubbed or Abraded

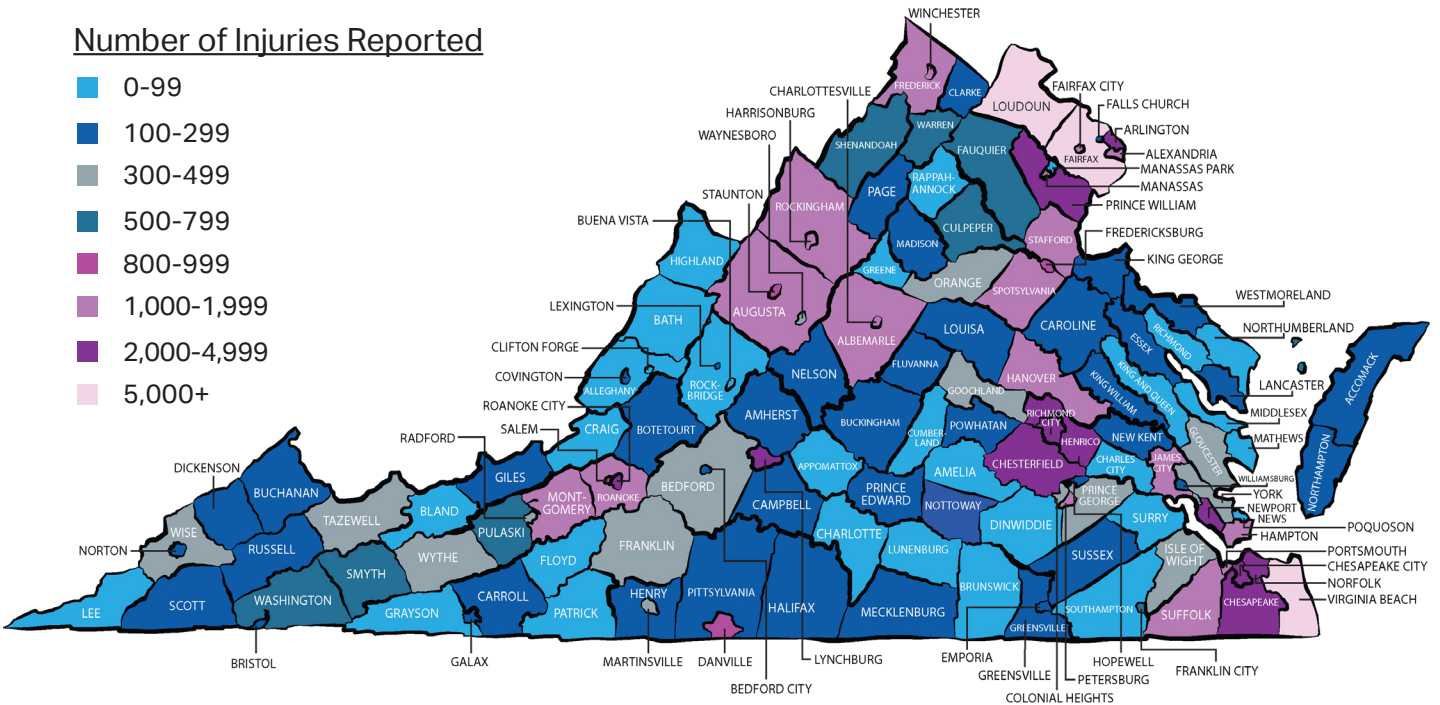


Injury by Locality

Includes 45,148 Major and 68,511 Minor Workplace Injuries Reported

Number of Injuries Reported

- 0-99
- 100-299
- 300-499
- 500-799
- 800-999
- 1,000-1,999
- 2,000-4,999
- 5,000+



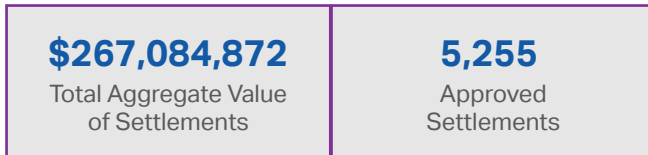
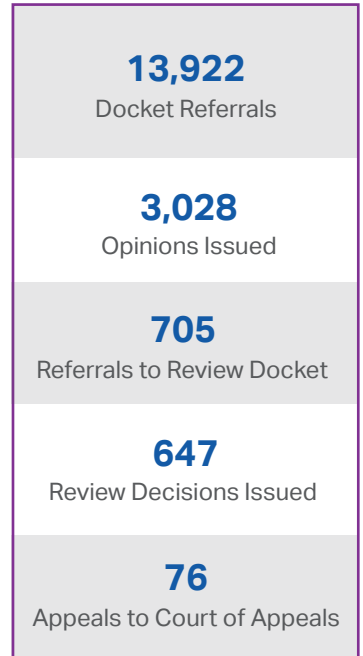
Adjudication

Hearings | Alternative Dispute Resolution

Judicial System

The Commission works as a court system where contested workers' compensation claims are referred to the Judicial Division for adjudication. Each contested claim is docketed for hearing before a Deputy Commissioner, either for an evidentiary hearing or on-the-record decision. Appeals of these decisions are docketed for review by the full Commission consisting of the three Commissioners. Decisions of the full Commission can be appealed to the Virginia Court of Appeals.

The Commission also adjudicates claims made under the Virginia Birth-Related Neurological Injuries Compensation Act (Va. Code §§ 38.2-5000 et seq.). The Commission does not pay or administer benefits or manage assets on behalf of the Fund established by this Act. In addition, the Commission adjudicates Virginia Victims Fund (officially Criminal Injuries Compensation Fund) appeals (Va. Code §§ 19.2-38 et seq.).

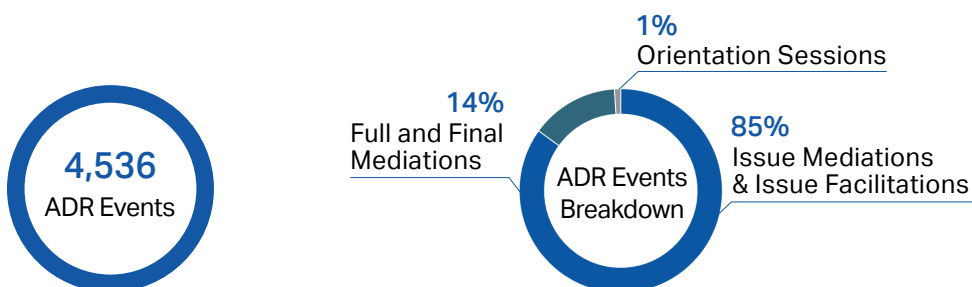
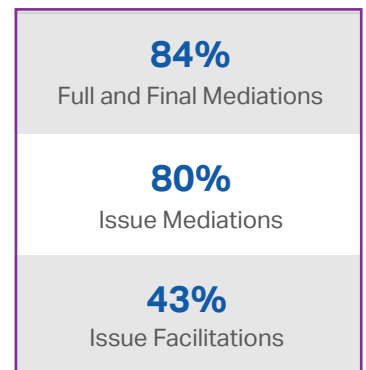


Alternative Dispute Resolution

As part of the Judicial Division, the Alternative Dispute Resolution (ADR) program provides voluntary, confidential and informal dispute resolution processes. Facilitations are conducted by ADR staff members who assist parties in reaching an agreeable solution.

The Commission's 29 certified mediators include both retired and current Commissioners and Deputy Commissioners, as well as Staff Attorneys who regularly mediate in nine locations across the Commonwealth.

ADR Resolution Rates



Regional Locations

The Commission employs 23 Deputy Commissioners who serve as administrative law judges. They preside over evidentiary and on-the-record hearings throughout the Commonwealth to determine rights and liabilities of parties under the Act.

Deputy Commissioners

*Managing Deputy Commissioner

BRISTOL

Hon. Christen W. Burkholder
Hon. D. Edward Wise, Jr.*

FAIRFAX

Hon. Susan E. Cummins
Hon. John S. Nevin*

HARRISONBURG

Hon. Jason P. Cording*
Hon. William R. Culbreth

MANASSAS

Hon. W. Geovanni Munoz
Hon. Dana L. Plunkett
Hon. Jimese Pendergraft Sherrill*
Hon. William T. Kennard

RICHMOND

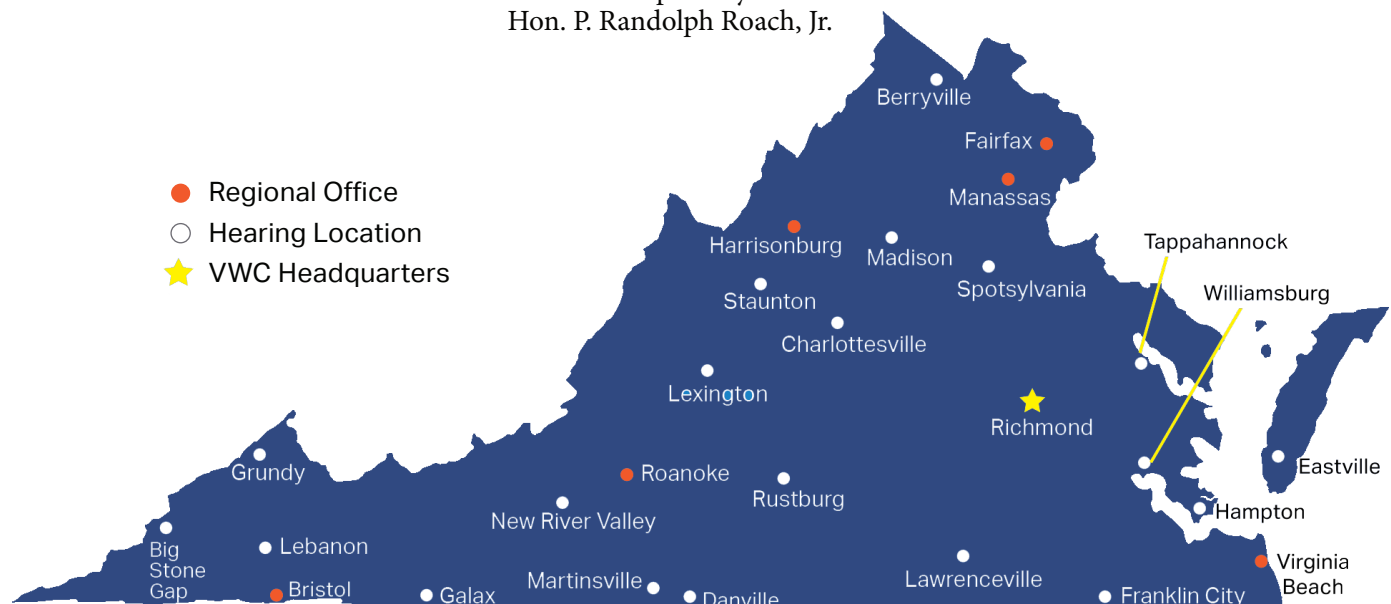
Hon. Fredrick M. Bruner
Hon. Angela F. Gibbs
Hon. Linda M. Gillen
Hon. Brooke Anne C. Hunter
Hon. Andrea W. Lee
Hon. R. Temple Mayo
Hon. P. Randolph Roach, Jr.

ROANOKE

Hon. Deborah Wood Blevins
Hon. Robert M. Himmel*
Hon. Linda D. Slough

VIRGINIA BEACH

Hon. Lynne M. Ferris*
Hon. Terry L. Jenkins
Hon. Lee E. Wilder



Compliance Process Flow

Employer | EDI | PEO



Employer Compliance

Certificate of Workers' Compensation Insurance

If requested by an employer, a Certificate of Workers' Compensation Insurance (form 61A) is provided by the Commission in support of any Commonwealth of Virginia business licensing and registration requirements.

16,359

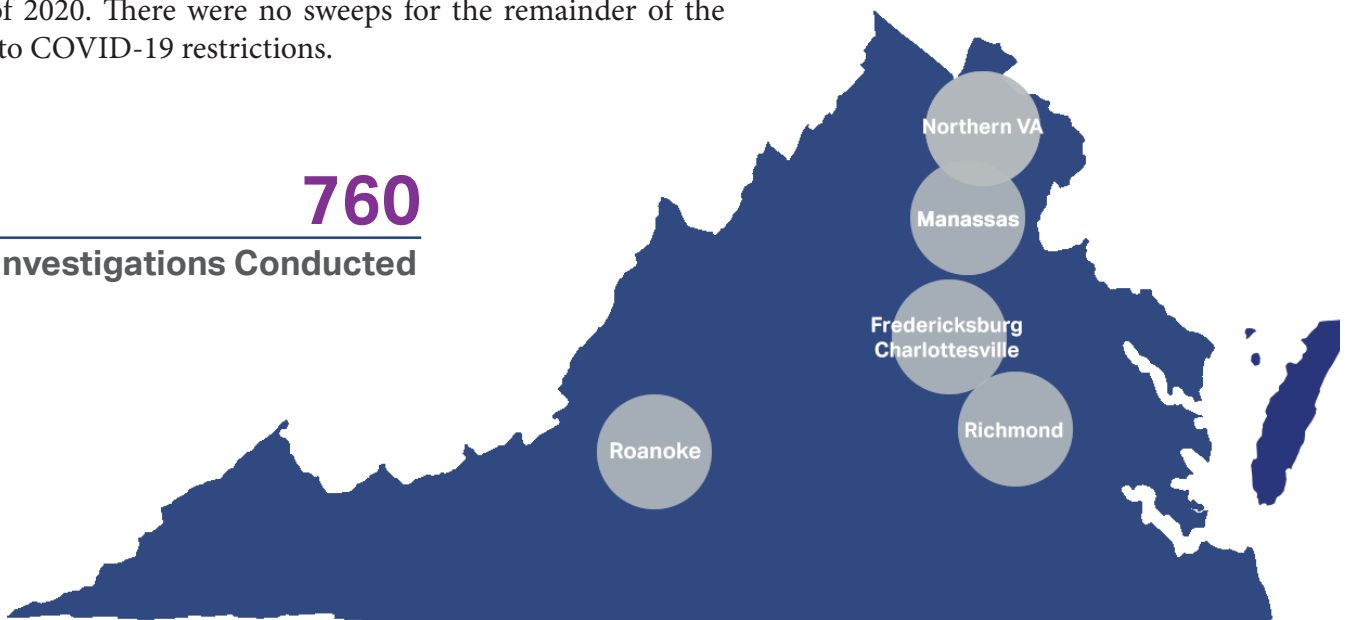
61A Online Filings

Investigations Unit

The VWC Insurance Department's Investigations Unit conducts employer insurance verification sweeps across the Commonwealth. Sweeps were conducted in the areas shown below during the first quarter of 2020. There were no sweeps for the remainder of the year due to COVID-19 restrictions.

760

Investigations Conducted



VWC provides guidance on electronic claims submissions and coverage requirements, and monitors compliance on a regular basis. Compliance is enforced through various processes including report cards for EDI submissions and a team of investigators who regularly monitor insurance compliance. VWC strives to maintain open communication and provide support through direct contact, outreach, and training opportunities.

Electronic Data Interchange Compliance

Claim Administrators are required to submit various Electronic Data Interchange (EDI) transactions on claims depending on what actions are taken throughout the claim's lifespan.

The compliance team within the EDI Department issues report cards to trading partners in an effort to decrease Penalty Orders issued and provide a useful guide to trading partners on their status.

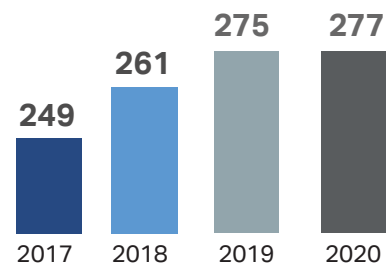
Fines decreased 14% in 2020 as a result of continuous training provided to our trading partners and because of our report cards. EDI training continues as new trading partners come on board and existing trading partners seek assistance with their filings.

Professional Employer Organization Compliance

A Professional Employer Organization (PEO) enters into a written agreement to provide professional employer services to one or more client companies.

PEOs are required to register with the Commission prior to transacting business in Virginia.

Comparison of New PEOs Year Over Year



1%
INCREASE
IN NEW
PEOs
DURING
2020

Program Administration

The Commission Manages Three Programs

SECOND INJURY FUND

The Second Injury Fund is maintained and administered in accordance with Va. Code §§ 65.2-1100 et seq. Initially enacted in 1975, the Second Injury Fund is used to alleviate some of the expenses employers who hire partially disabled workers will face if an accident occurs that causes one of these individuals to suffer a second and permanent disabling injury.

This fund also pays compensation and medical benefits, but on a pro-rated basis, and with a \$7,500 limit on medical benefits.

UNINSURED EMPLOYER'S FUND

The Uninsured Employer's Fund (UEF) is maintained and administered in accordance with Va. Code §§ 65.2-1200 et seq. The fund was created by state legislation in order to provide payment of medical bills and compensation to injured workers in the event their employer fails to carry an active workers' compensation insurance policy. The UEF typically places liens on assets of the uninsured employers until the debt is repaid.

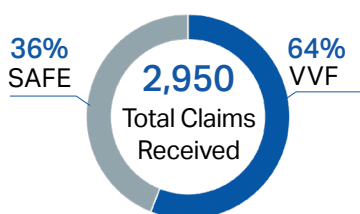
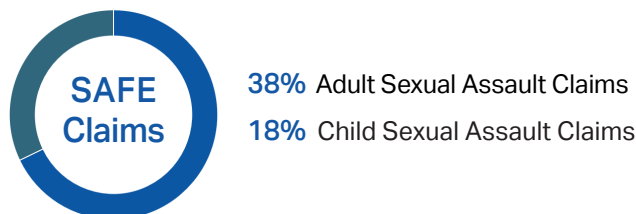
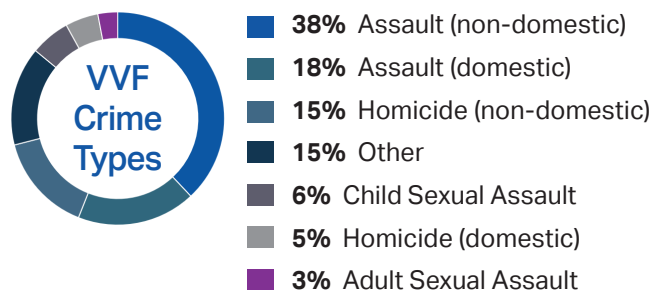
These claims are managed by a third-party administrator who collects all evidence, prepares the claims for hearings and administers payments of compensation and medical benefits.

VIRGINIA VICTIMS FUND

Officially the Criminal Injuries Compensation Fund

The Virginia Victims Fund (VVF) is maintained and administered in accordance with Va. Code §§ 19.2-368.1, et seq. Established by the Virginia General Assembly in 1977, this fund pays unreimbursed expenses of innocent victims of crime who suffered physical or emotional injury or death. In 2008, the Fund established the Sexual Assault Forensic Exam Payment Program (SAFE). This fund pays expenses associated with forensic evidence collection for victims of sexual assault in the Commonwealth.

The mission of VVF is to administer the Compensating Victims of Crime Act in a compassionate, fair and efficient manner. In so doing, the Fund strives to treat every victim and survivor with dignity and respect, recognizing the tremendous impact that violent crime has on our society.



The Way Forward

Looking to 2021 and Beyond

1 MFS Schedule

The biennial review of the Medical Fee Schedule will be completed in 2021, with an updated schedule going into effect January 1, 2022.

3 Harrisonburg Regional Office Relocation

The Harrisonburg Regional Office will relocate in 2021 to allow for upgrades and expansion. This will complete upgrades for Commission locations. The expansions allow for more space for staffing needs and dedicated mediation space, as well as enhancements to security procedures consistent with the Commission's statewide initiative in all regional offices.

5 2021 Virtual Educational Conference and Exhibition

Due to the restrictions surrounding COVID-19, the Commission will host its 2021 Educational Conference & Exhibition virtually, September 14-16, 2021.

7 Implementation of Ombudsman Office

The Commission will offer enhanced services through continued development of an Ombudsman office. This includes adding educational and outreach resources for unrepresented injured workers, employers and others seeking information about Virginia's workers' compensation system.

2 Continuation of Response to COVID-19

As the COVID-19 pandemic continues into 2021, the Commission will monitor fiscal and staffing plans, making adjustments as needed. The Restart/New Normal Plan will be re-evaluated and evaluation of facility and team needs post-pandemic will be addressed.

4 2021 Virtual VVF Symposium

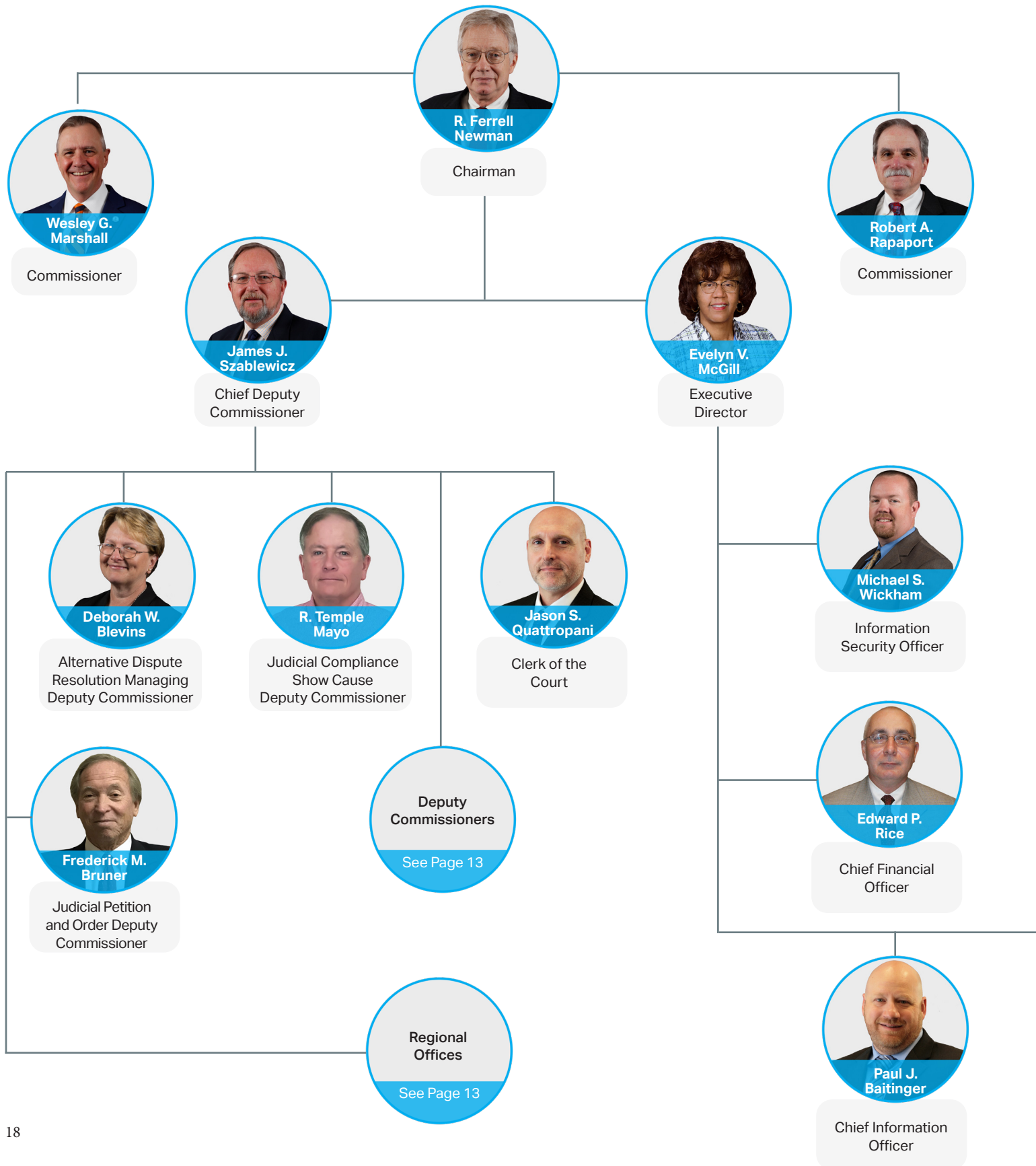
The Virginia Victims Fund (VVF) will host its first annual Symposium, virtually, September 14-16, 2021. This outreach event will illustrate the intersection of victim compensation and victim assistance in the field of victims' services. Sessions will highlight new ideas, offer innovative strategies, and transformative services to enhance the response to crime victims and their families.

6 Continued Response to JLARC Study

Steps will continue towards the implementation of recommendations from the 2019 JLARC study, including updates to Commission notices, forms and website updates.

2020 VWC Organizational Chart

Commissioners, Senior Leaders and Department Heads



VWC CONTACT INFORMATION

333 E. Franklin St, Richmond, VA 23219 | 877-664-2566 | questions@workcomp.virginia.gov | workcomp.virginia.gov

COMMISSIONERS

CHAIRMAN Hon. R. Ferrell Newman | 804-205-3129
COMMISSIONER Hon. Wesley G. Marshall | 804-205-3127
COMMISSIONER Hon. Robert A. Rapaport | 804-205-3135

EXECUTIVE LEADERS

EXECUTIVE DIRECTOR Evelyn V. McGill | 804-205-3060
CHIEF DEPUTY COMMISSIONER Hon. James J. Szablewicz | 804-205-3097

DEPARTMENT HEADS

ALTERNATIVE DISPUTE RESOLUTION

Managing Deputy Commissioner Deborah W. Blevins | 804-205-3139

CLERK'S OFFICE

Clerk of the Court Jason S. Quattropani | 804-205-3246

CORRESPONDENCE MANAGEMENT

Manager William S. Crawford | 804-205-3196

CLAIMS SERVICES / INSURANCE COMPLIANCE

Director Vivian R. Lane
Claims Services | 877-664-2566
Insurance | 804-205-3586

EDI QUALITY ASSURANCE

Manager Stephanie C. Sweeney | 804-205-3104

FINANCIAL SERVICES

Chief Financial Officer Edward P. Rice | 804-205-3186

HUMAN RESOURCES

Manager Crystal W. Stephenson | 804-205-3064

INFORMATION SECURITY

Information Security Officer Michael S. Wickham | 804-482-7055

INFORMATION SERVICES

Chief Information Officer Paul J. Baitinger | 804-205-3936

MEDICAL FEE SERVICES

Manager Drema M. Thompson | 804-774-4169

OUTREACH SERVICES

Manager Charles W. Steepleton | 804-205-3578

PROJECT MANAGEMENT OFFICE

Manager Chadwick D. Burns | 804-205-3168

VIRGINIA VICTIMS FUND

Director Kassandra D. Bullock | 804-205-3804



Kassandra D. Bullock

Virginia Victims Fund Director



Charles W. Steepleton

Outreach Services Manager



Drema M. Thompson

Medical Fee Services Manager



Chadwick D. Burns

Project Management Office Manager



Crystal W. Stephenson

Human Resource Manager



Vivian R. Lane

Director of Claims Services / Insurance Compliance



Stephanie C. Sweeney

EDI Quality Assurance Manager



William S. Crawford

Correspondence Management Manager



You Tube www.tinyurl.com/vwcyoutube

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