

Ohio | Industrial Commission

2020

ANNUAL PRODUCTION ACTIVITY REPORT

Report Compiled by the Office of Management Planning

APAR



SUMMARY AND STATISTICAL HIGHLIGHTS

JANUARY 1, 2020 – DECEMBER 31, 2020

I. MOTIONS/APPEALS/INVENTORY

The Industrial Commission (IC) captured 144,506 issues at the District Hearing Officer (DHO) and Staff Hearing Officer (SHO) levels during calendar year (CY) 2020. The Bureau of Workers' Compensation (BWC) recorded 92,906 new injury, occupational disease, and death claims for state funded and self-insuring employers during 2020. Of these filings, 14,716 (16%) were contested and received by the IC for adjudication.

DHO level issues captured (Allowance and C92) and SHO level issues captured (Appeals, PTD, Recons, VSSR, and Miscellaneous) totaled 101,179 and 43,327, respectively. Appeals to the Commission hearing level totaled 15,620 while Reconsiderations totaled 455.

As of December 31, 2020, the IC aggregate ending inventory was 22,725 claims at all adjudicatory levels. This is inclusive of claims being processed in the IC medical sections, which totaled 417.

II. ADJUDICATORY ACTIVITY

The IC made approximately 152,190 decisions on issues arising from workers' compensation claims. These decisions incorporate administrative reviews (issues that do not initially require formal adjudication via hearing). The IC heard a total of 87,314 claims during CY 2020 at all adjudicatory levels. The total DHO volume accounts for 70 percent of overall hearings at 60,976 claims heard. Total SHO claims heard are recorded at 26,190 claims. Deputy venue claims heard totaled 46 in CY 2020 while the Commission venue recorded 102 claims heard.

DHO and SHO hearings were conducted on 247 days during CY 2020 at an average of 353 claims heard per day. DHO hearings averaged 247 claims heard per day while SHO hearings averaged 106 claims heard per day. Commission level hearings were scheduled on 43 days during CY 2020.

During CY 2020, self-insuring (SI) risks accounted for 32 percent of all claims heard while non-SI risks accounted for 68 percent of all claims heard.

III. MEDICAL ACTIVITY

The IC currently schedules medical exams in seven districts – Akron, Cincinnati, Cleveland, Columbus, Dayton, Toledo, and Youngstown. A total of 1,410 specialist exams and medical reviews were performed on behalf of the IC during CY 2020. Almost all of these were related to PTD filings.

IV. PERFORMANCE

District Hearing Officers heard a total of 47,942 Allowance docket claims during CY 2020. The statewide median for the 45-day Filing to Hearing mandate is 50 days, while the statewide median for the seven-day Hearing to Mailing mandate is three days.

Of the qualifying CY 2020 Allowance docket claims heard, 14,494, or 46 percent, were beyond the 45-day Filing to Hearing mandate on industry performance.

Staff Hearing Officers heard a total of 22,319 Appeal docket claims during CY 2020. The statewide median for the 45-day Filing to Hearing mandate is 38 days, and the statewide median for the seven-day Hearing to Mailing mandate is three days.

Ohio Revised Code 4123.511 (E) requires the issuance of a refusal order within 14 days of the expiration of the period in which an appeal may be filed to an SHO order. Collectively, IC refusal orders were issued in an average of five days for the respective 14-day statutory period.

For hearings conducted during CY 2020, the combined venue Commission and Deputy average for the period Filing of Appeal to Hearing Date is 40 days. This is a one-day improvement from the CY 2019 average of 41 days. The combined venue average for the seven-day Hearing to Mailing mandate is non-compliant at 31 days. This average has regressed by three days compared to CY 2019 performance of 28 days. The combined venue average for the Filing of Appeal to Mailing of Order stands at 71 days (consisting of 64 days for the 3-member Commission venue and 72 days for the Deputy SHO venue). This average has regressed two days from CY 2019 combined venue average of 69 days (93 days for the 3-member Commission venue and 65 days for the Deputy SHO venue). Twenty-one percent of eligible orders published for CY 2020 hearings have met the 52-day categorical benchmark.

A total of 589 PTD claims were heard during CY 2020. PTD applications were adjudicated within an average of 242 days during CY 2020. This reflects a 20-day regression from CY 2019. Statewide, final orders were published within five days of the hearing during CY 2020.

TABLE OF CONTENTS

SECTION I - HEARING INVENTORY (1-4)

Motion/Appeal Filings	
BWC New Claims	2
IC New Motions	2
Summary of Inventory	
Hearing Inventory	3
Medical Inventory	4

SECTION II - ADJUDICATORY ACTIVITY (5-11)

IC Decisions	
Administrative Reviews	6
Claims Heard	6
By Region	6-7
By Hearing Level	6-7
Claims Heard by Docket Type	7
Claims Heard by Risk Type	8
Interpreter & Emergency Hearings	9
PTD Decisions	9
Continuances	
Prior to/at Hearing	10
Mutually/Not Mutually Agreed	10
Hearing Administrator	
Decisions	11
Activity	11

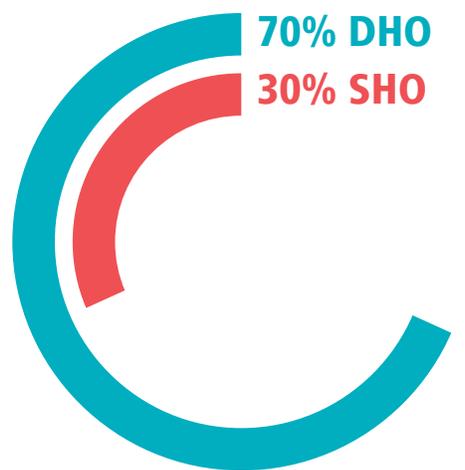
SECTION III - MEDICAL ACTIVITY (12-13)

Specialist Exams	13
Exam Cancellation Rates	13

SECTION IV - ADMINISTRATIVE PERFORMANCE (14-19)

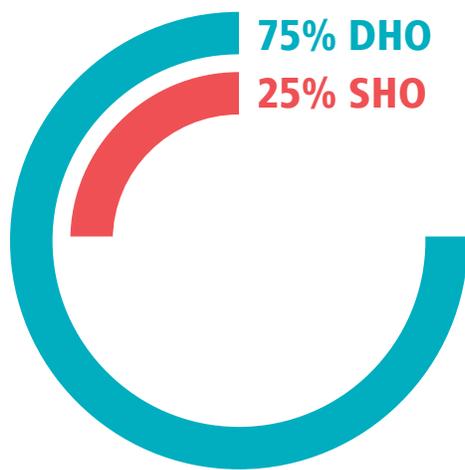
Time Frames	
District Hearing Officers	15
Non-Compliant Claims	15
Staff Hearing Officers	16
Refusal Order	17
Commission Level	17
Permanent Total Disability	18
STATISTICAL OVERVIEW	19
DISTRIBUTION LIST	20
REGIONAL MAP	21

HEARING INVENTORY



NEW ISSUES CAPTURED

144,506 Total New Issues Captured
(101,179 DHO and 43,327 SHO)



DHO/SHO INVENTORY RATIO

The DHO/SHO aggregate ending hearing inventory as of December 31, 2020 is 22,725 claims. This is inclusive of active IR processes and unassigned workflow/case manager processes.

Industrial Commission (IC) workloads and performance are initiated by, and heavily dependent upon the volume of new motion and appeal filings. IC inventory fluctuations can be volatile depending on claim flows from the Bureau of Workers' Compensation (BWC), appeal filings, examiner production, docketing volume, and hearing continuances.

BWC NEW CLAIMS FILED

The BWC recorded 92,906 new injury, occupational disease, and death claims during calendar year (CY) 2020. Approximately, 21,057 (23 percent) of those filings were for self-insuring employers. The approximate breakdown of claim filings by risk type and claim type is provided below.

BWC NEW CLAIM FILINGS BY RISK TYPE

RISK TYPE	DEATH	LOST TIME	MEDICAL ONLY	OCCUPATIONAL DISEASE	TOTAL
Self-Insured (SI)	101	4,514	16,331	111	21,057
Non-SI	179	12,824	56,895	1,951	71,849
TOTAL	280	17,338	73,226	2,062	92,906

Source: BWC Data Warehouse

Approximately 16 percent of all new claims filed were contested in whole or part and forwarded to the IC for adjudication. Original allowance and death allowance issues were captured for 14,716 claims during CY 2020. A majority resulted in Allowance docket hearings.

IC NEW MOTIONS AND APPEALS FILED

A total of 100,177 new first level motions and appeals were filed during CY 2020 for 62,991 separate claims. A number of claims have multiple issues per motion; however, not all motions or appeals resulted in a hearing. Approximately 144,506 issues were captured at the first and second adjudicatory levels during CY 2020. During CY 2020, commission level appeals and reconsiderations filed totaled 15,620 and 455, respectively. Issues tracked for DHO and SHO motion and appeal filings by docket type are itemized as follows:

DHO AND SHO MOTION AND APPEAL FILINGS BY DOCKET TYPE

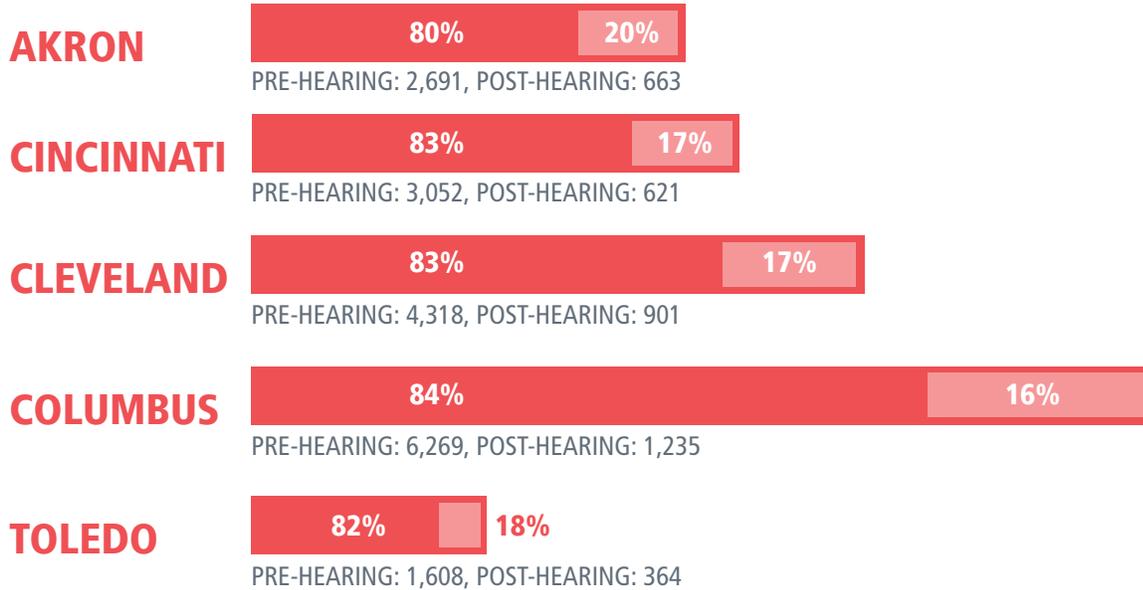
LEVEL	DOCKET TYPE	VOLUME	PERCENT OF TOTAL *
DHO	ALLOWANCE	85,905	59%
	C92	15,274	11%
SHO	APPEAL	36,577	25%
	MISC	1,566	1%
	PTD	1,105	1%
	RECON	3,417	2%
	VSSR	662	<1%
STATEWIDE TOTAL		144,506	

*Figures are rounded

HEARING INVENTORY

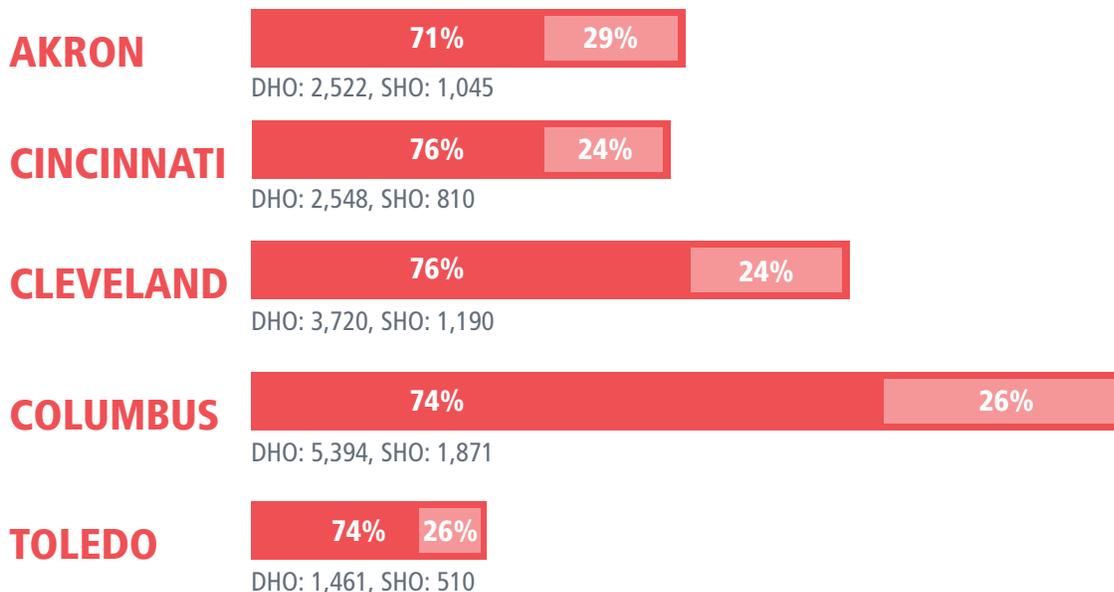
As of December 31, 2020, the IC maintained a pre-hearing inventory level of 17,938 claims at DHO and SHO levels and 1,003 claims in the pre-screening process, accounting for 83% of total ending inventory. The remainder of the inventory constitutes post-hearing claims awaiting an order or under appeal status.

IC INVENTORY: DECEMBER 31, 2020



Statewide average monthly DHO and SHO combined inventory was 21,072 claims for CY 2020.

IC INVENTORY: MONTHLY AVERAGE

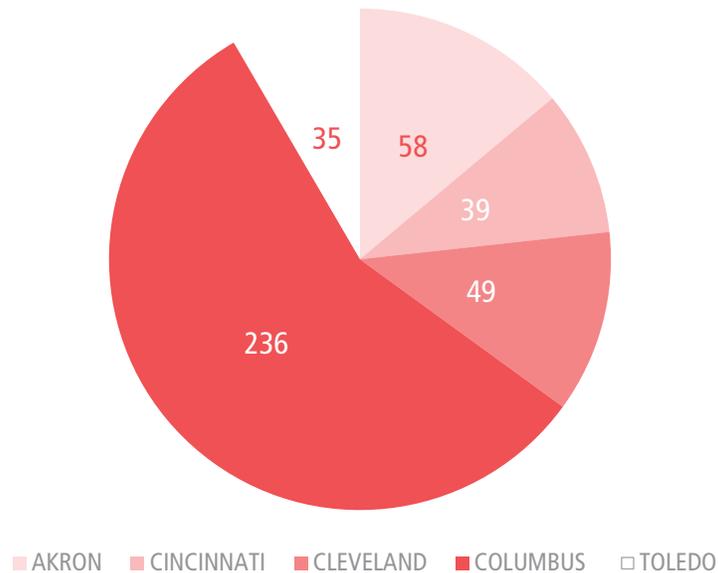


**Excludes claims in pre-screening process*

MEDICAL EXAM INVENTORY

The volume of claims within the IC medical section as of December 31, 2020 totaled 417, accounting for two percent of total inventory. Most of these claims are in process for PTD related specialist exams. While PTD medical exams are conducted throughout the state, the scheduling and report processing are conducted in the Columbus office.

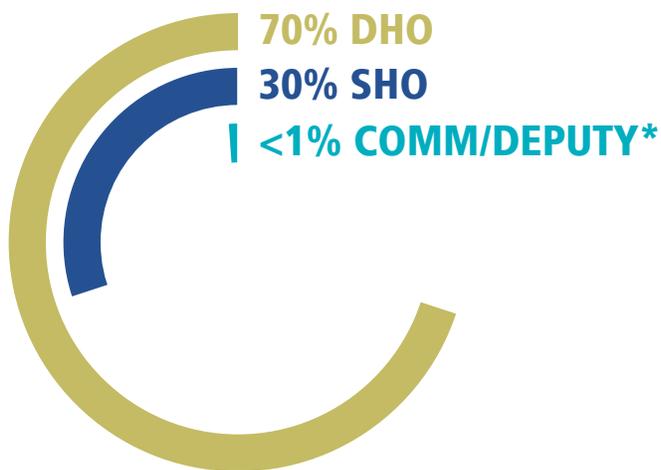
MEDICAL INVENTORY: AS OF DECEMBER 31, 2020



TOTAL ENDING INVENTORY

As of December 31, 2020, statewide aggregate hearing and medical inventory totaled 22,725 claims at DHO and SHO adjudicatory levels. Commission Level Hearings (45), Court Unit (8,384), Attorney Fee applications (30) inventory volumes, and claims under other administrative review processes are not included in DHO or SHO inventory.

ADJUDICATORY ACTIVITY



FORMAL HEARINGS

During CY 2020, the IC held a total of 87,183 hearings at all adjudicatory levels. Formal hearings includes hearings at the DHO, SHO, Deputy, and Commission venues.

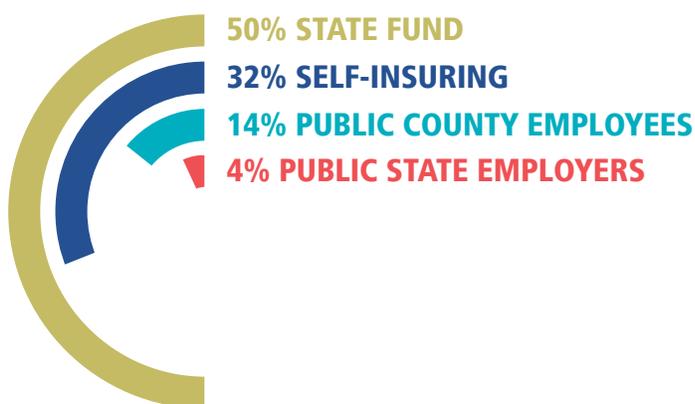
DHO LEVEL: 60,976 / 70%

SHO LEVEL: 26,060 / 30%

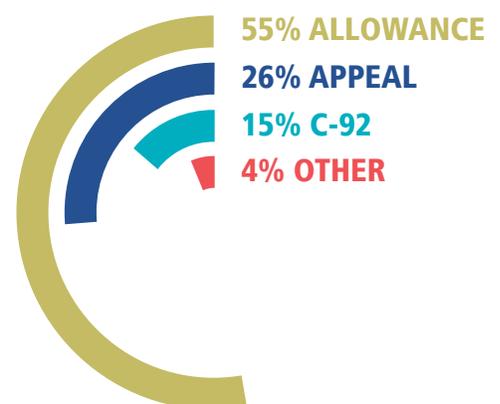
COMMISSION/DEPUTY: 147 / <1%*

CLAIMS HEARD

BY RISK TYPE



BY DOCKET TYPE



*The sum of the percentages may not equal 100% due to rounding.

ADMINISTRATIVE REVIEWS

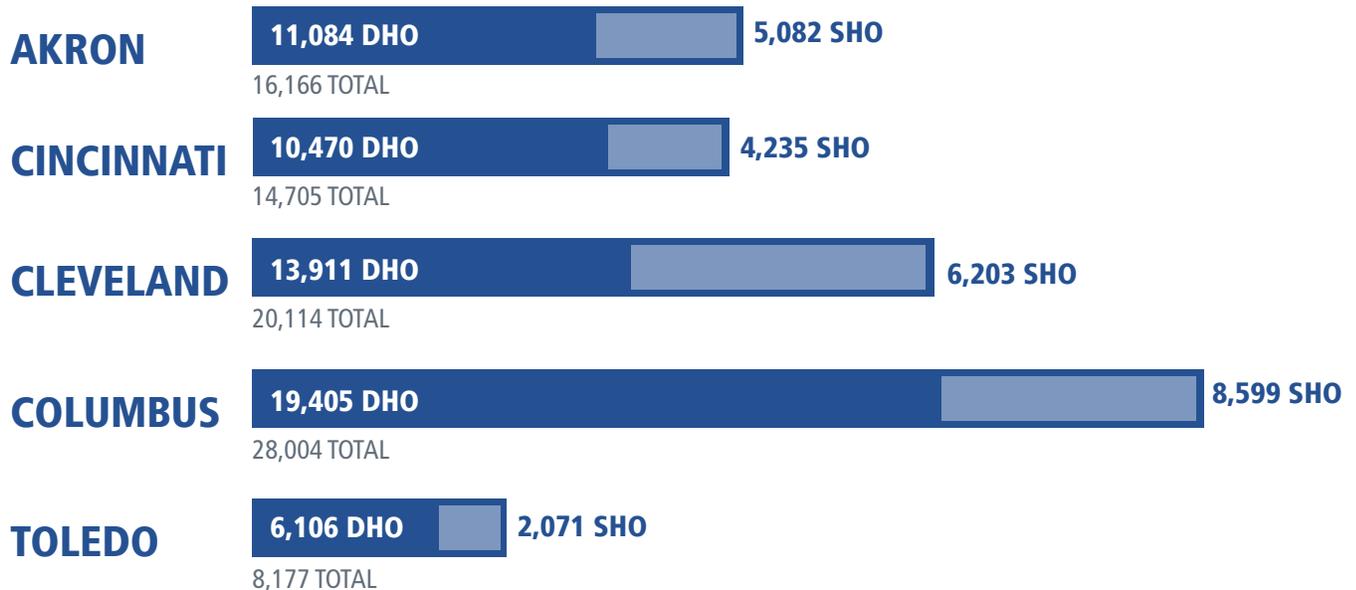
Formal hearings and administrative reviews constitute the majority of Industrial Commission adjudicatory activity. In CY 2020, the IC made approximately 152,190 decisions on issues arising from workers' compensation claims.

During CY 2020, the IC conducted 34,602 administrative reviews and heard a total of 87,314 claims at all adjudicatory levels. Claims heard includes hearings at the DHO, SHO, Deputy, and Commission venues. Administrative reviews incorporate issues that do not initially require formal adjudication via hearing (Hearing Administrator issues, Commission requests, etc.). These issues receive review and processing at the claims examining, word processing, and hearing officer levels, but are not typically reflected in routine production reports under DHO or SHO dockets. These issues may subsequently result in a hearing under normal adjudicatory processes and are reflected accordingly under respective hearing venues.

CLAIMS HEARD

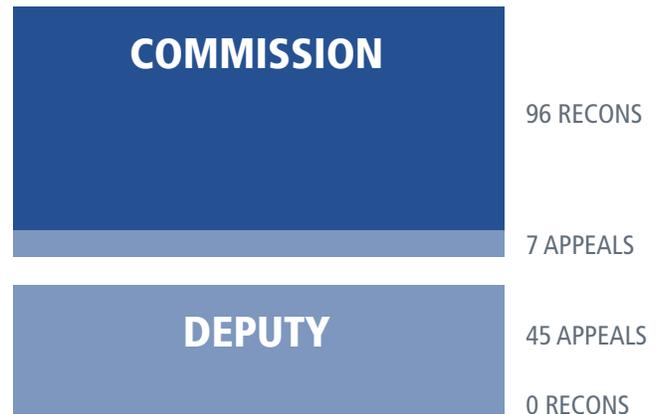
The total DHO hearing volume accounted for 70 percent of the overall hearing activity during CY 2020 at 60,976 claims heard, while the SHO volume is recorded at 26,190 claims heard. Deputy venue hearings totaled 46 in CY 2020, while the Commission venue recorded 102 claims heard. Total claims heard may include continuances, referrals, dismissals, or other final determinations made as a result of a hearing. Formal hearing volumes for CY 2020 reflect a decrease of 19 percentage points from CY 2019 totals, as docketing was restricted pursuant to the Governor's Executive Orders during the pandemic emergency.

2020 CLAIMS HEARD: DHO AND SHO



DHO and SHO hearings were conducted on 247 days during CY 2020. A combined average of 353 claims were heard per day at the DHO and SHO levels. District Hearing Officers averaged 247 claims heard per day while Staff Hearing Officers averaged 106 claims heard per day. Commission level hearings were scheduled on 43 days during CY 2020. Commission venue Appeals and Reconsiderations were scheduled at a rate of two claims per hearing day. Deputy venue claims are disseminated from the Commission Level Hearing Section in Columbus and are not docketed in a systematic manner. Thus, the volume of claims heard per day at this level is indeterminate.

2020 COMMISSION CLAIMS HEARD



CLAIMS HEARD BY DOCKET TYPE

DHO Allowance claims heard account for 55 percent of the statewide total, while DHO C-92 claims account for 15 percent. SHO dockets are accounted for as follows: Appeals - 26 percent; Reconsiderations - 3 percent; and PTD < 1 percent. Miscellaneous, VSSR, Deputy, and Commission venue hearings combined for one percent of the statewide total.

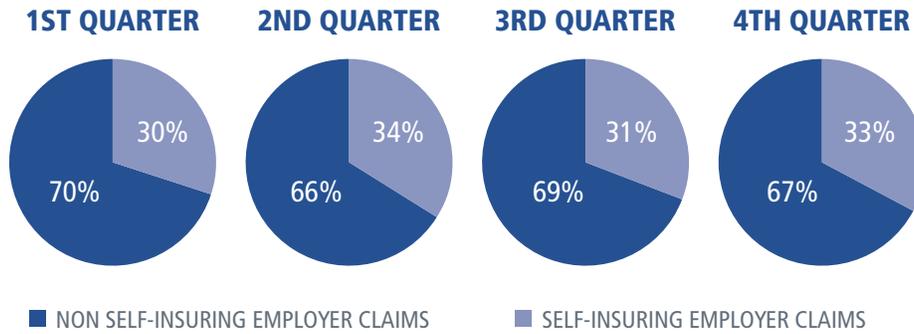
CLAIMS HEARD BY DOCKET TYPE AT EACH OFFICE

LEVEL	DOCKET TYPE	AKRON	CINCINNATI	CLEVELAND	COLUMBUS	TOLEDO	TOTAL
DHO	ALLOWANCE	8,559	8,543	10,224	15,595	5,033	47,954
	C-92	2,525	1,927	3,687	3,810	1,073	13,022
	DHO TOTAL	11,084	10,470	13,911	19,405	6,106	60,976
SHO	APPEAL	4,147	3,790	5,234	7,327	1,821	22,319
	PTD	122	66	60	275	66	589
	RECON	702	306	728	789	107	2,632
	VSSR	21	11	15	14	5	66
	MISC	90	62	166	194	72	584
	SHO TOTAL	5,082	4,235	6,203	8,599	2,071	26,190
COM	COMMISSION	0	0	0	102	0	102
	DEP	2	1	8	29	6	46
	COM TOTAL	2	1	8	131	6	148
REGIONAL TOTAL		16,168	14,706	20,122	28,135	8,183	87,314

CLAIMS HEARD BY RISK TYPE

During CY 2020, self-insuring (SI) risks accounted for 32 percent of all claims heard while non-SI risks accounted for 68 percent Statewide, quarterly ratios remained relatively steady throughout the year with slight variations by region.

RISK TYPE CLAIMS HEARD 2020 PERCENTAGE ANALYSIS



HEARINGS HELD BY EMPLOYER GROUP

LEVEL	DOCKET TYPE	STATE FUND	SELF INSURING	PUB. EMP. (COUNTY)	PUB. EMP. (STATE)	TOTAL
DHO	ALLOWANCE	24,738	15,331	6,162	1,721	47,952
	C-92	5,856	3,945	2,551	670	13,022
	DHO TOTAL	30,594	19,276	8,713	2,391	60,974
SHO	APPEAL	11,110	7,236	2,879	1,095	22,320
	RECON	1,015	1,004	483	130	2,632
	MISC	299	196	77	12	584
	VSSR	46	12	7	0	65
	PTD	318	45	64	32	459
	SHO TOTAL	12,788	8,493	3,510	1,269	26,060
COM	COMMISSION	43	33	18	7	101
	DEPUTY	19	15	5	6	45
	COM TOTAL	62	48	23	13	146
EMPLOYER TOTAL		43,444	27,817	12,246	3,673	87,180

*A slight variance of total records may be present due to reconciliation of risk type association.

Hearings were conducted for approximately 17,277 different risks during CY 2020. Hearings for claims of private state funded employers accounted for 50 percent of all hearings while SI employers accounted for 32 percent; public county employers accounted for 14 percent; and public state employers' claims accounted for four percent.

INTERPRETER AND EMERGENCY HEARINGS

A total of 1,971 hearings were flagged as requiring interpreter services during CY 2020, marking a decrease of fifteen percentage points from CY 2019.

A total of 177 emergency hearings were scheduled during CY 2020. Emergency hearings are scheduled based on designated docket types per IC rule, circumstantial requests by the respective hearing parties, or other justifiable reasons.

REGION	INTERPRETER	EMERGENCY
AKRON	133	18
CINCINNATI	275	27
CLEVELAND	618	21
COLUMBUS	876	104
TOLEDO	69	7
STATEWIDE	1,971	177

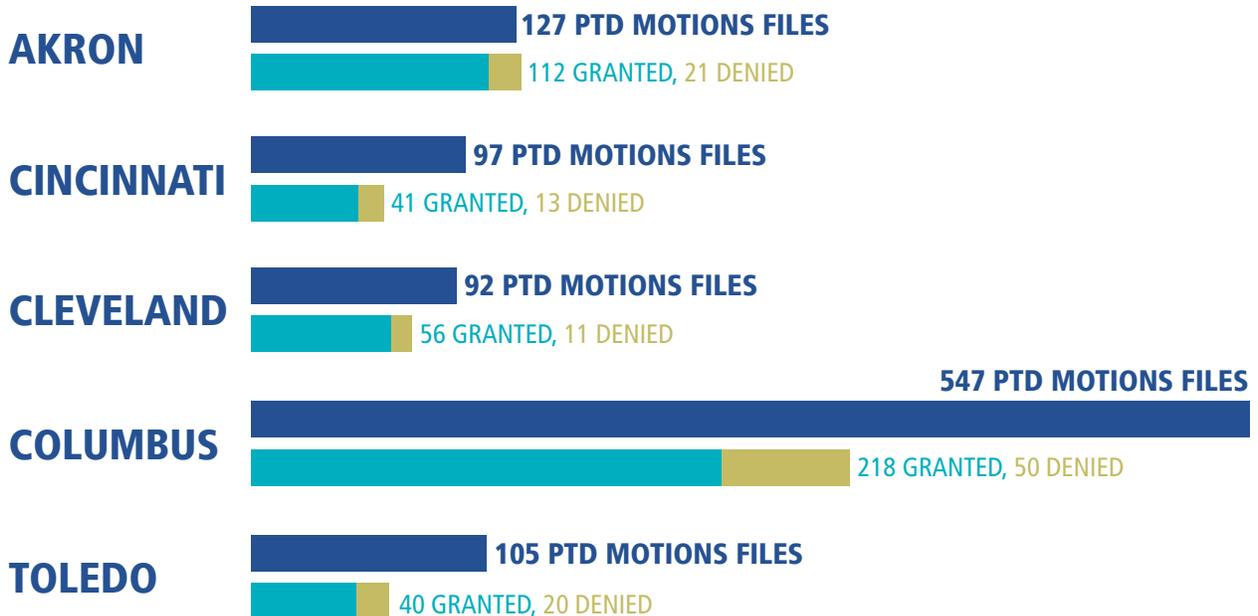
PERMANENT TOTAL DISABILITY DECISIONS

Permanent Total Disability (PTD) motions captured for CY 2020 totaled 968. Of those PTD applications that were either granted or denied during CY 2020, 80% were rendered PTD grants versus 20% PTD denials.

Regionally, the respective grant/deny ratios were as follows: Akron - 84%, 16%; Cincinnati - 76%, 24%; Cleveland - 84%, 16%; Columbus - 81%, 19%; Toledo - 67%, 33%.

Given processing times for PTD applications, there is not always a direct correlation between motion filings and decisions rendered within the same calendar year. Additionally, some PTD applications are withdrawn, dismissed, or otherwise disposed. These totals are not reflected in this report.

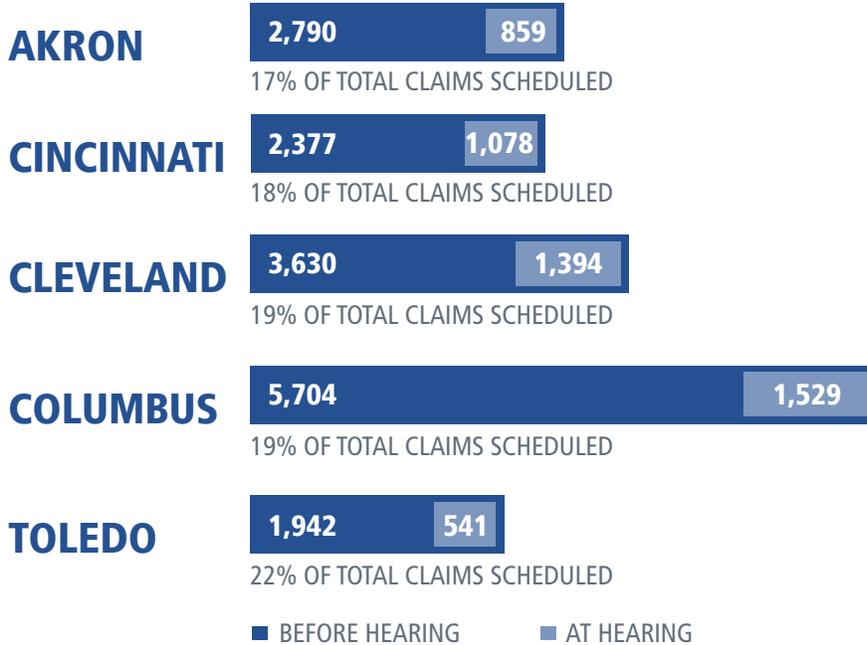
RISK TYPE CLAIMS HEARD 2020 PERCENTAGE ANALYSIS



CONTINUANCES

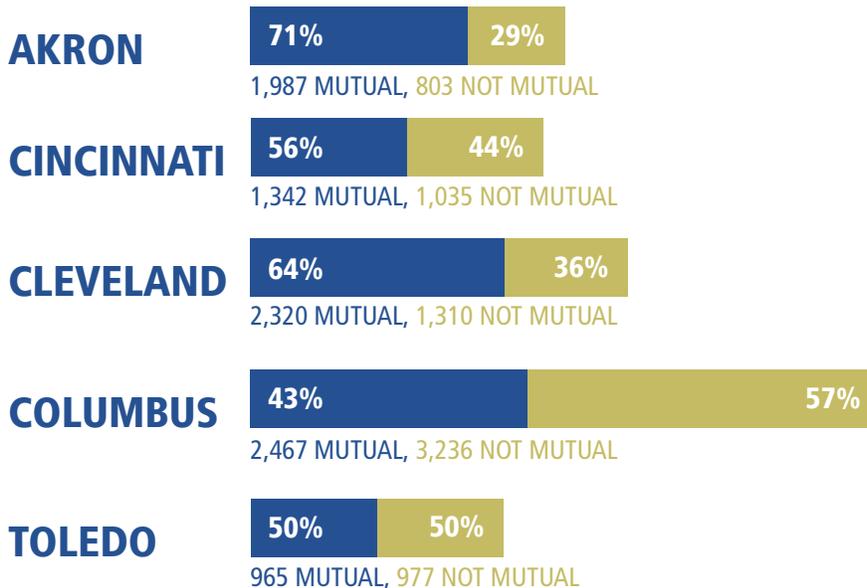
Statewide, the average continuance rates (for all issues) prior to and at hearing are 14 percent and 5 percent of claims scheduled, respectively for CY 2020. Continuances granted prior to hearing for all issues totaled 16,443 while continuances granted at hearing totaled 5,401. The aggregate continuance rate for all issues is 19 percent for CY 2020.

CONTINUANCES GRANTED: ALL ISSUES



Continuances impact inventory backlogs, docketing, and time frames. Mutually agreed continuances prior to hearing are not eligible for time frame consideration. Continuances prior to hearing that are not mutually agreed may remain eligible if the time frames are not waived by the parties at some other point and the issue reaches a subsequent hearing.

CONTINUANCE AGREEMENT: ALL ISSUES PRIOR TO HEARING



HEARING ADMINISTRATOR DECISIONS

IC Hearing Administrators perform a variety of functions that facilitate the adjudication process. In addition to processing approximately 17,797 continuance requests during CY 2020, they also processed 12,106 requests to cancel scheduled hearings. Additionally, Hearing Administrators made decisions and performed activities in the following categories during CY 2020.

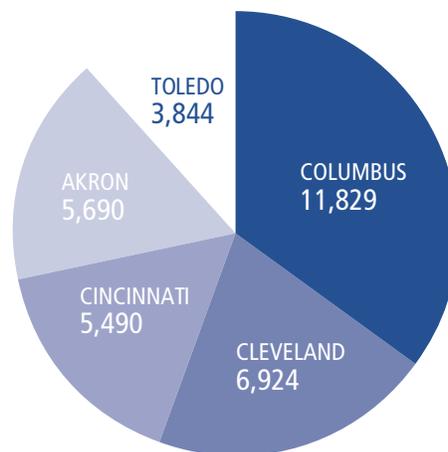
HEARING ADMINISTRATOR ACTIVITY

TYPE		AKRON	CINCINNATI	CLEVELAND	COLUMBUS	TOLEDO
PTD	LETTERS ISSUED	73	72	55	255	73
	PRE-HEARING	12	26	34	50	11
EMERGENCY HEARINGS	GRANT	18	27	21	104	7
SUBPOENA REQUESTS	GRANT	66	71	73	105	30
	DENY	31	11	27	41	12
INTERROGATORIES & DEPOSITIONS	GRANT	0	2	0	1	0
	HEARING	1	2	0	1	0
SUSPENSION REQUESTS	GRANT	259	248	244	435	204
	DENY	37	131	146	200	74
.522/.52 REQUESTS	GRANT	0	11	8	52	9
	HEARING	59	34	111	62	44
HEARING ADMINISTRATOR TOTALS		556	635	719	1,306	464

Hearing Administrators also processed requests for extensions related to PTD filings and requests regarding other miscellaneous issues that are not presented above.

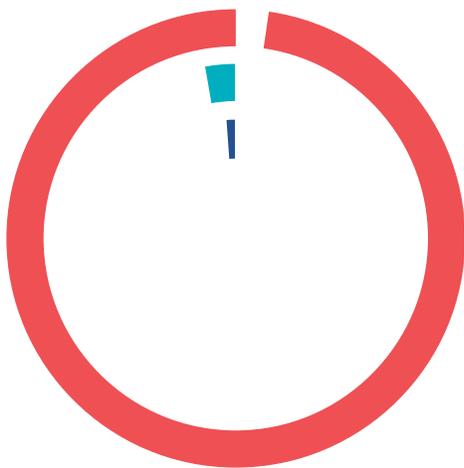
Statewide, Hearing Administrators made decisions on or referred to hearing approximately 33,777 issues during CY 2020. Regional proportions of statewide Hearing Administrator activity during CY 2020 are as follows: Columbus at 35 percent; Cleveland at 20 percent; Akron at 17 percent; Cincinnati at 16 percent; and Toledo at 11 percent.

HEARING ADMINISTRATOR ACTIVITY BY REGION



MEDICAL ACTIVITY

MEDICAL EXAMS



96% OUT OF HOUSE
4% OUT OF STATE
<1% IN HOUSE*

1,410 EXAMS PERFORMED

Of the 1,913 exams scheduled during CY 2020, 26% were either canceled, rescheduled, or the injured worker did not appear for the exam.

39% PSYCH



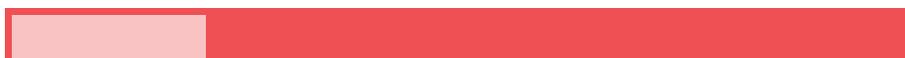
28% PMR



7% ORTHO



21% OCCMD



4% OTHER



*The sum of the percentages may not equal 100% due to rounding.

SPECIALIST EXAMS

A total of 1,913 specialist exams, including file reviews, were scheduled on behalf of the Industrial Commission during CY 2020. The majority of these exams are related to PTD filings. Scheduling of exams for Injured Workers residing out-of-state is performed through the Columbus office. The Columbus, Cleveland, Youngstown, and Dayton offices maintain in-house medical exam rooms.

A total of 1,410 IC exams were performed during CY 2020 with a majority of exams taking place outside IC facilities. The CY 2020 exam volume reflects a 26 percent decrease from CY 2019 as exams were temporarily suspended pursuant to Governor’s Executive Orders and statewide health orders.

SPECIALIST EXAMS PERFORMED BY LOCATION

LOCATION	AKR	CIN	CLE	COL	DAY	TOL	YOU	TOTAL %
OUT OF HOUSE	91	94	179	586	110	119	170	96%
IN HOUSE	0	0	0	1	0	0	5	<1%
OUT OF STATE	0	0	0	55	0	0	0	4%
TOTAL	91	94	179	642	110	119	175	
% OF OVERALL TOTAL	6%	7%	13%	46%	8%	8%	12%	

**The sum of the percentages may not equal 100% due to rounding.*

EXAM CANCELLATION RATES

The 1,913 specialist exams scheduled during CY 2020 consisted of 503 exams that were rescheduled, canceled, or the injured worker did not show for the exam. The CY 2020 statewide exam cancellation rate (cancel, no show, reschedule) is 26 percent.

IC SPECIALIST EXAMS

DISTRICT	PERFORMED	CANCELED	RESCHEDULED	NO SHOWS	SCHEDULED	CANCELLATION RATE
AKRON	91	9	23	1	124	27%
CINCINNATI	94	8	27	1	130	28%
CLEVELAND	179	22	35	8	244	27%
COLUMBUS	642	95	154	11	902	29%
DAYTON	110	8	24	1	143	23%
TOLEDO	119	18	20	1	158	25%
YOUNGSTOWN	175	8	25	4	212	17%
STATEWIDE	1,410	168	308	27	1,913	26%

ADMINISTRATIVE PERFORMANCE

TIME FRAMES

The benchmark for DHO, SHO, and COM Filing to Mailing timeframes is 52 days: inclusive of the statutory 45 days for Filing to Hearing and 7 days for Hearing to Mailing. The COVID-19 pandemic and agency responsiveness significantly impacted claims activity and agency performance.

DHO ALLOWANCE: 53 DAYS

52 DAYS

SHO APPEAL: 42 DAYS

COMMISSION APPEAL: 71 DAYS

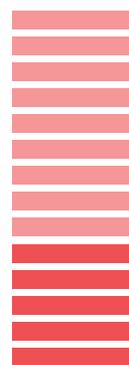
OTHER STATUTORY AND BENCHMARK PROCESSES ARE AS FOLLOWS:

REFUSAL ORDER: EXPIRATION TO MAILING

IC averaged a 5 out of 14 days allowed.

PTD: FILING TO MAILING

IC averaged 242 days in 2020.



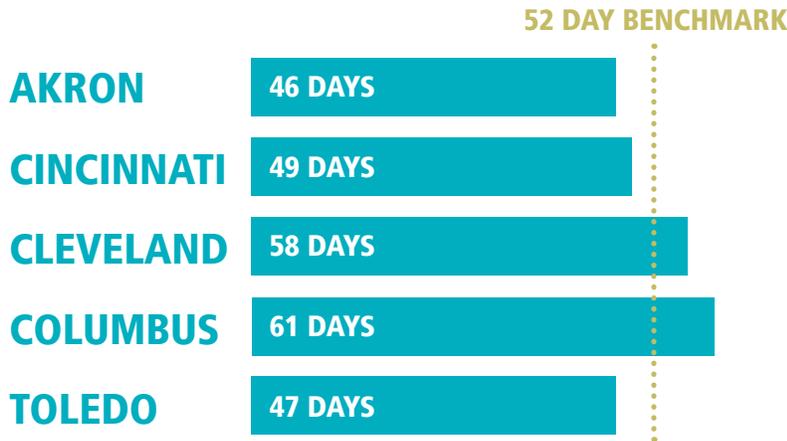
5/14 DAYS



DISTRICT HEARING OFFICER ALLOWANCE TIME FRAMES

District hearing officers heard a total of 47,942 Allowance docket claims during CY 2020. Of those, 31,512 (66%) qualified for inclusion in time studies. The COVID-19 pandemic and agency responsiveness significantly impacted claims activity and agency performance. Those influences are particularly reflected in the third and fourth quarter performance, specific references will not be noted further. The IC benchmark for Filing to Mailing is set at 52 days. This performance measure is based on the entirety of the hearing process and combines the two statutory periods Filing to Hearing (45 days) and Hearing to Mailing (7days).

DHO ALLOWANCE: FILING TO MAILING



2020 STATEWIDE DHO ALLOWANCE AVERAGES

2020 QTR	F-R*	R-H	F-H*	H-M*	R-M	F-M
1 ST	1	38	41	3	43	44
2 ND	1	36	37	3	39	41
3 RD	1	60	62	3	63	65
4 TH	1	57	59	3	60	63
AVERAGE	1	48	50	3	51	53

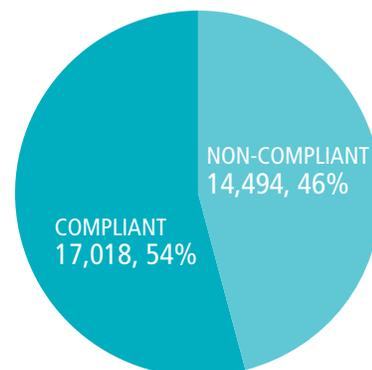
*F-R statute = 7 days; F-H statute = 45 days; H-M statute = 7 days.

NON-COMPLIANT CLAIMS

R.C. 4123.511(C) dictates that an appeal or motion must be heard by a district hearing officer within a 45-day period. This is inclusive of the statutory 7-day period the BWC has to forward the claim data to the IC in accordance with R.C. 4123.511(B)(3).

For CY 2020 14,494 (46%) of the Allowance docket claims heard were beyond the statutory 45-day Filing to Hearing time frame. This reflects a volume increase of 9,542 non-compliant claims with an increase of 34 percent in the rate of non-compliance compared to CY 2019 performance.

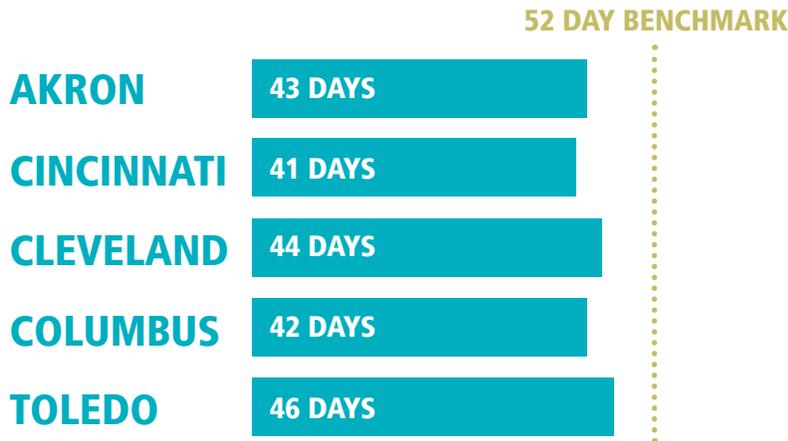
DHO ALLOWANCE FILING TO HEARING 31,512 QUALIFYING RECORDS



STAFF HEARING OFFICER APPEAL TIME FRAMES

Staff hearing officers heard a total of 22,319 Appeal docket claims during CY 2020. Of those, 18,750 qualified for inclusion in time studies. The COVID-19 pandemic and agency responsiveness significantly impacted claims activity and agency performance. Those influences are particularly reflected in the third and fourth quarter performance, specific references will not be noted further.

SHO APPEAL: FILING TO MAILING



2020 STATEWIDE SHO APPEAL AVERAGES

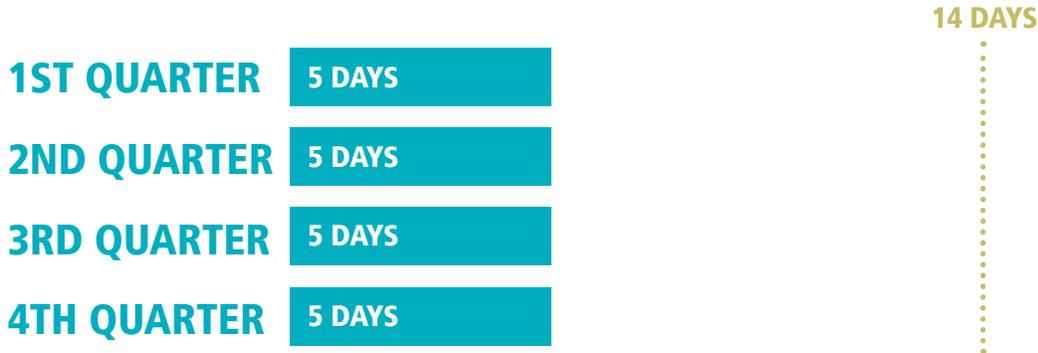
2020 QTR	F-H*	H-M*	F-M
1 ST	36	4	41
2 ND	35	3	38
3 RD	38	3	42
4 TH	44	3	48
AVERAGE	38	3	42

*F-H statute = 45 days; H-M statute = 7 days.

SHO REFUSAL ORDER TIME FRAMES

Appeals to SHO orders are discretionary in nature and processed centrally by the Commission Level Hearing Section in Columbus. Per R.C. 4123.511(E), if an appeal is refused, it is to receive a refusal order within 14 days of the expiration date for which an appeal may be filed to an SHO order.

SHO APPEAL: ORDER EXPIRATION TO REFUSAL ORDER



COMMISSION LEVEL TIME FRAMES

For hearings conducted during CY 2020, the combined venue average for the statutory 45-day period Filing to Hearing (F-H) of an appeal is compliant at 40 days. This is an improvement of one day from the CY 2019 average.

2020 COMMISSION ACTIVITY



The combined venue average for the statutory 7-day period Hearing to Mailing (H-M) of an appeal is 31 days. This is a three-day regression from the 28-day average during CY 2019.

The combined venue average for the Filing to Mailing (F-M) time frame is 71 days which is a two-day regression from CY 2019.

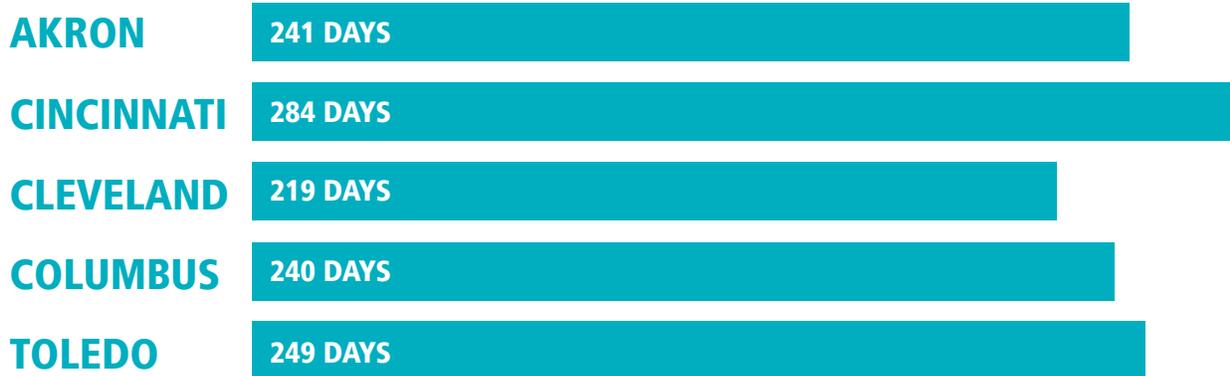
PERMANENT TOTAL DISABILITY TIME FRAMES

A total of 589 PTD claims were heard during CY 2020. PTD claims qualifying for inclusion in the time studies equaled 425 (72%). Only those claims in which a decision is final in nature are included. Decisions involving a continuance, cancellation, or referral are not used in the calculation of the performance estimate.

During CY 2020, PTD applications were adjudicated within an average of 242 days (approximately eight months) from the application filing date, a 20-day regression from CY 2019.

PTD hearings are typically taken under advisement with a final order published at a later date. On average, final orders were published within five days of the hearing during CY 2020.

PTD FILING TO MAILING



STATISTICAL OVERVIEW

INVENTORY	2019	2020
BWC New Claims Filed	119,179	92,906
IC Motions/Appeals Filed (first level)	109,845	101,179
HEARING ACTIVITY		
Claims Heard	107,555	87,314
DHO Venue	74,350	60,976
SHO Venue	32,982	26,190
COM Venue	223	148
Claims Heard Per Day (DHO/SHO)	439	353
DHO Heard Per Day	303	247
SHO Heard Per Day	135	106
Continuances: Prior to Hearing	21,361	16,443
Continuances: At Hearing	6,714	5,401
MEDICAL ACTIVITY		
Specialist Examinations Performed	1,904	1,410
PERFORMANCE		
DHO Allowance Timeframes (F-M)	37 days	53 days
Non-Compliant DHO Claims	6,723	14,494
SHO Appeal Timeframes (F-M)	40 days	42 days
Commission Appeal Timeframes (F-M)	85 days	71 days
Refusal Orders	6 days	5 days

DISTRIBUTION LIST

COMMISSION ADMINISTRATION

Jim Hughes	<i>Chairman, Industrial Commission</i>
Karen L. Gillmor, Ph.D	<i>Member, Industrial Commission</i>
Daniel J. Massey	<i>Member, Industrial Commission</i>
Tim Adams	<i>Executive Director</i>
Tom Connor	<i>Director, Adjudicatory Services</i>
James Burkart	<i>Chief Legal Counsel</i>
Chris Minter	<i>Director, Security Services</i>
Rupinder Singh	<i>Hearing Officer Trainer</i>

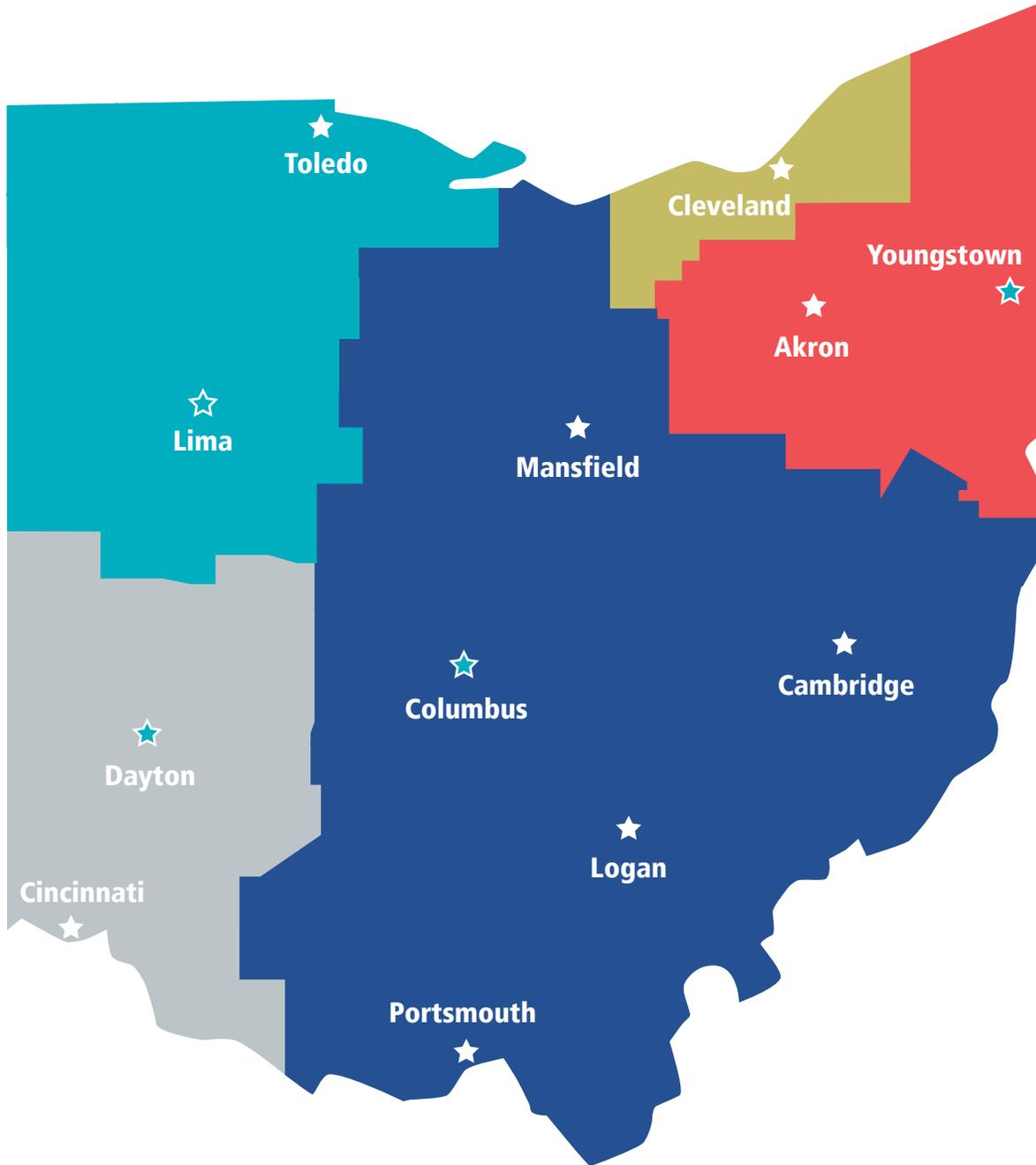
NON-ADJUDICATORY OPERATIONS

Kevin Schrock	<i>Acting Director, Fiscal Management</i>
Adam Gibbs	<i>Director, Communications/Customer Service</i>
Bob Osbourne	<i>Director, Information Technology</i>
Doreena Colasurd	<i>Director, Human Resources</i>
John Levitt	<i>Director, Operations Support</i>
Trent Chaplin	<i>Legislative Liaison</i>

HEARING SERVICES

Vacant	<i>Manager, Commission Level Hearings</i>
Vacant	<i>Manager, Akron Region</i>
Carma Callender	<i>Manager, Cincinnati Region</i>
Vacant	<i>Manager, Cleveland Region</i>
Felicity Hillmer	<i>Manager, Columbus Region</i>
Mara Lanzinger Spidel	<i>Manager, Toledo Region</i>
Sara Castle	<i>Director, Medical Services</i>
Scott Greene	<i>Director, Management Planning</i>

IC OFFICE LOCATIONS



- ☆ District Offices
- ★ Regional Offices

Ohio | Industrial Commission

Jim Hughes, Chairman

Karen L. Gillmor, Ph.D., Member

Daniel J. Massey, Member