

ANNUAL PRODUCTION ACTIVITY REPORT

21

Ohio | **Industrial Commission**

Report Compiled by the Office of Management Planning

Mike DeWine, *Governor* • Jon Husted, *Lt. Governor*

SUMMARY AND STATISTICAL HIGHLIGHTS

JANUARY 1, 2021 – DECEMBER 31, 2021

I. MOTIONS/APPEALS/INVENTORY

The Industrial Commission (IC) captured 142,039 issues at the District Hearing Officer (DHO) and Staff Hearing Officer (SHO) levels during calendar year (CY) 2021. The Bureau of Workers' Compensation (BWC) recorded 101,448 new injury, occupational disease, and death claims for state funded and self-insuring employers during 2021. Of these filings, 15,289 (15%) 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 94,723 and 47,316, respectively. Appeals to the Commission hearing level totaled 18,043 while Reconsiderations totaled 475.

As of December 31, 2021, the IC aggregate ending inventory was 16,015 claims at all adjudicatory levels. This is inclusive of claims being processed in the IC medical sections, which totaled 308.

II. ADJUDICATORY ACTIVITY

The IC made approximately 172,604 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 99,723 claims during CY 2021 at all adjudicatory levels. The total DHO volume accounts for 70 percent of overall hearings at 69,779 claims heard. Total SHO claims heard are recorded at 29,820 claims. Deputy venue claims heard totaled 45 in CY 2021 while the Commission venue recorded 79 claims heard.

DHO and SHO hearings were conducted on 247 days during CY 2021 at an average of 403 claims heard per day. DHO hearings averaged 283 claims heard per day while SHO hearings averaged 121 claims heard per day. Commission level hearings were scheduled on 34 days during CY 2021.

During CY 2021, self-insuring (SI) risks accounted for 33 percent of all claims heard while non-SI risks accounted for 67 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 1,682 specialist exams and medical reviews were performed on behalf of the IC during CY 2021. Almost all of these were related to PTD filings.

IV. PERFORMANCE

District Hearing Officers heard a total of 56,112 Allowance docket claims during CY 2021. The statewide median for the 45-day Filing to Hearing mandate is 33 days, while the statewide median for the seven-day Hearing to Mailing mandate is three days.

Of the qualifying CY 2021 Allowance docket claims heard, 7,000, or 18 percent were beyond the 45-day Filing to Hearing mandate on industry performance.

Staff Hearing Officers heard a total of 25,186 Appeal docket claims during CY 2021. The statewide median for the 45-day Filing to Hearing mandate is 35 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 2021, the combined venue Commission and Deputy average for the period Filing of Appeal to Hearing Date is 44 days. This is a four-day regression from the CY 2021 average of 40 days. The combined venue average for the seven-day Hearing to Mailing mandate is non-compliant at 27 days. This average has improved by four days compared to CY 2020 performance of 31 days. The combined venue average for the Filing of Appeal to Mailing of Order stands at 71 days (consisting of 80 days for the 3-member Commission venue and 70 days for the Deputy SHO venue). This average is unchanged from CY 2020 combined venue average of 71 days (64 days for the 3-member Commission venue and 72 days for the Deputy SHO venue). Thirteen percent of eligible orders published for CY 2021 hearings have met the 52-day categorical benchmark.

A total of 664 PTD claims were heard during CY 2021. PTD applications were adjudicated within an average of 219 days during CY 2021. This reflects a 23-day improvement from CY 2020. Statewide, final orders were published within five days of the hearing during CY 2021.

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HEARING INVENTORY

NEW ISSUES CAPTURED

142,039 Total New Issues Captured
(94,723 DHO and 47,316 SHO)

33% SHO

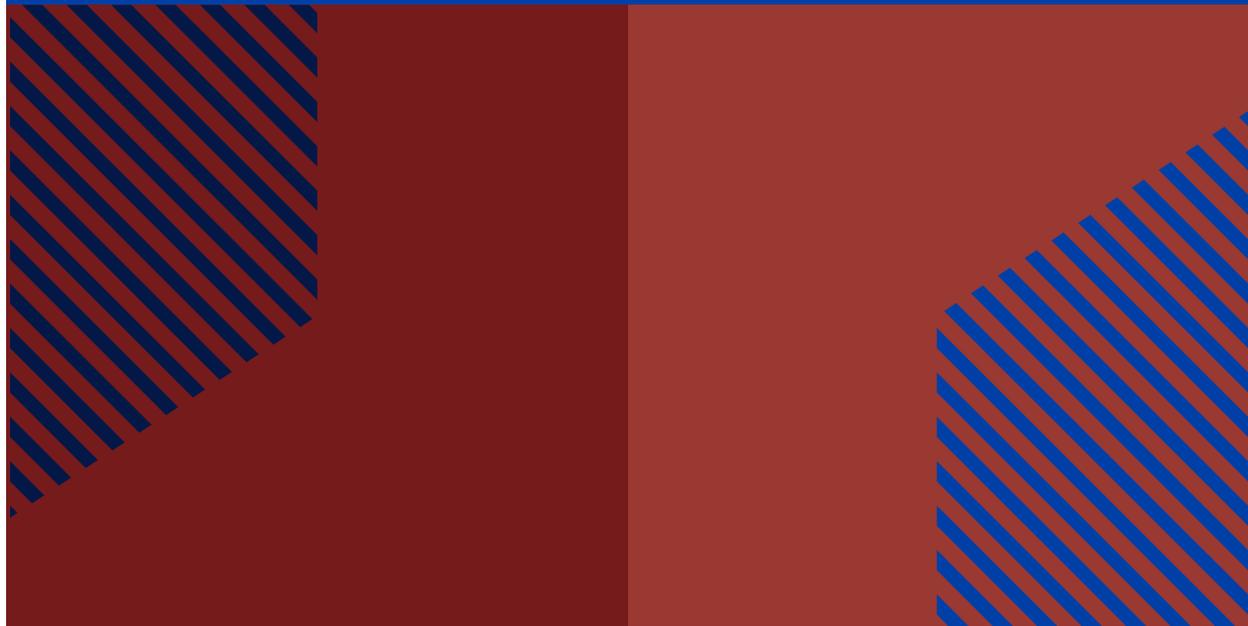
67% DHO

DHO/SHO INVENTORY RATIO

The DHO/SHO aggregate ending hearing inventory as of December 31, 2021 is 16,015 claims. This is inclusive of active IR processes and unassigned workflow/case manager processes.

67% DHO

33% SHO



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 101,448 new injury, occupational disease, and death claims during calendar year (CY) 2021. Approximately, 23,150 (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-Insuring (SI)	99	4,303	18,262	486	23,150
Non-SI	227	13,488	63,057	1,526	78,298
TOTAL	326	17,791	81,319	2,012	101,448

Source: BWC Data Warehouse

Approximately 15 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 15,289 claims during CY 2021. A majority resulted in Allowance docket hearings.

IC NEW MOTIONS AND APPEALS FILED

A total of 94,497 new first level motions and appeals were filed during CY 2021 for 60,318 separate claims. A number of claims have multiple issues per motion; however, not all motions or appeals resulted in a hearing. Approximately 142,039 issues were captured at the first and second adjudicatory levels during CY 2021. During CY 2021, commission level appeals and reconsiderations filed totaled 18,043 and 475 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

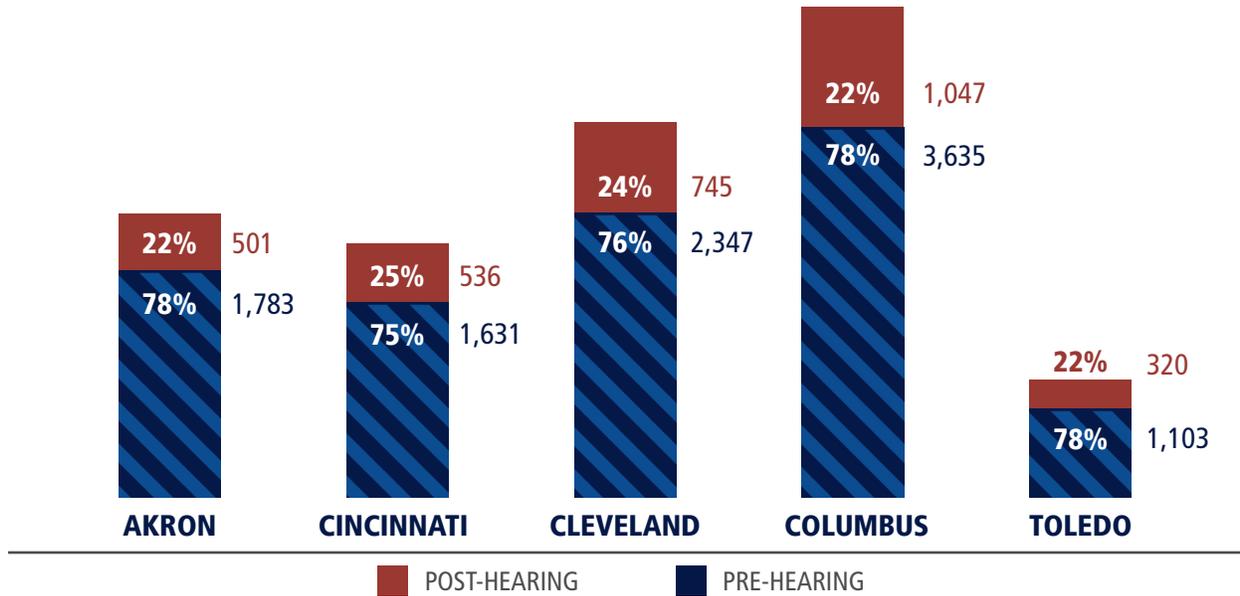
LEVEL	DOCKET TYPE	VOLUME	PERCENT OF TOTAL *
DHO	ALLOWANCE	81,089	57%
	C92	13,634	10%
SHO	APPEAL	36,577	25%
	MISC	1,566	1%
	PTD	1,105	1%
	RECON	3,417	2%
	VSSR	662	<1%
STATEWIDE TOTAL		144,506	

*Figures are rounded

HEARING INVENTORY

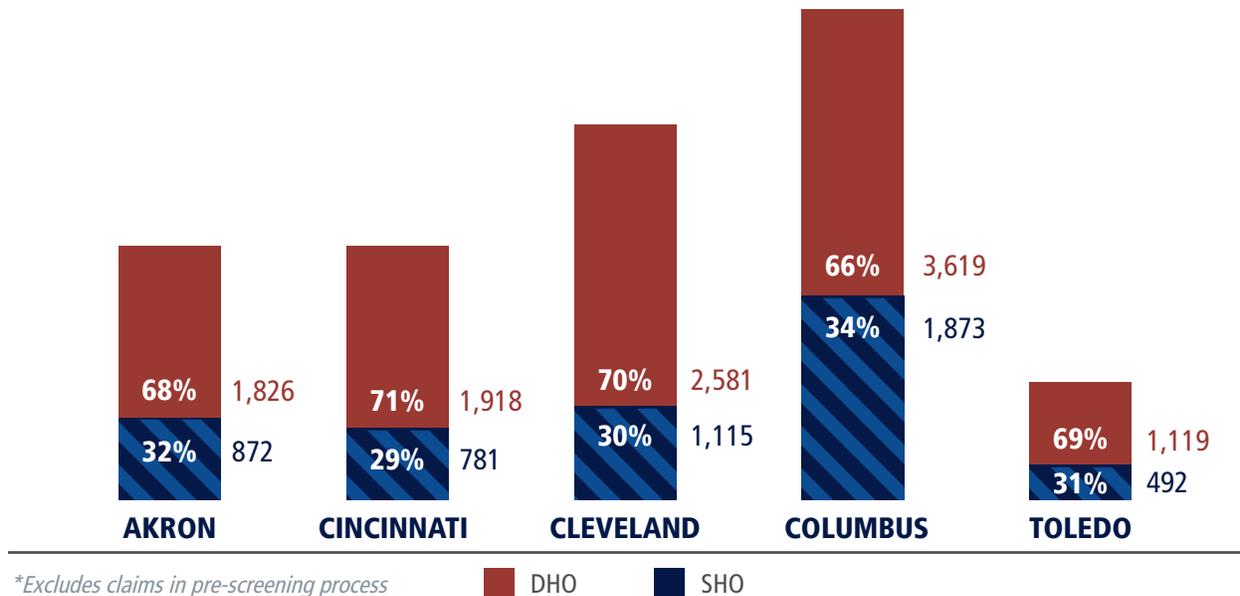
As of December 31, 2021, the IC maintained a pre-hearing inventory level of 10,499 claims at DHO and SHO levels and 2,367 claims in the pre-screening process, accounting for 80% of total aggregate ending inventory. The remainder of the inventory constitutes post-hearing claims awaiting an order or under appeal status.

IC INVENTORY: DECEMBER 31, 2021



Statewide average monthly DHO and SHO combined inventory was 16,196 claims for CY 2021.

IC INVENTORY: MONTHLY AVERAGE

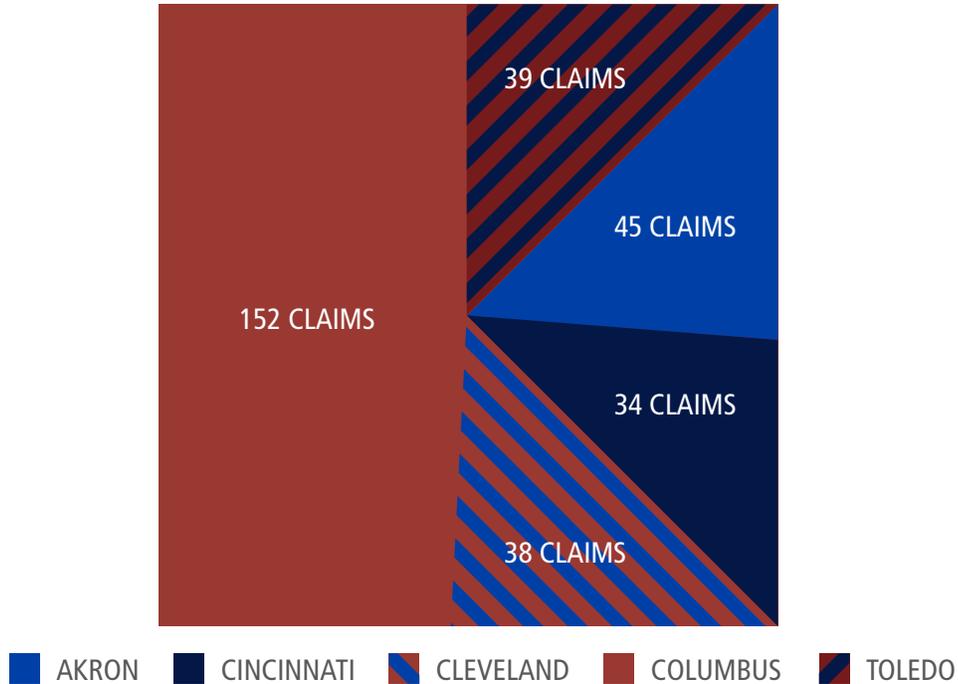


*Excludes claims in pre-screening process

MEDICAL EXAM INVENTORY

The volume of claims within the IC medical section as of December 31, 2021 equaled 308 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, 2021, statewide aggregate hearing and medical inventory totaled 16,015 claims at DHO and SHO adjudicatory levels. Commission Level Hearings (56), Court Unit (6,133), Attorney Fee applications (14) inventory volumes, and claims under other administrative review processes are not included in DHO or SHO inventory.

ADJUDICATORY ACTIVITY

FORMAL HEARINGS



During CY 2021, the IC held a total of 99,572 hearings at all adjudicatory levels. Formal hearings includes hearings at the DHO, SHO, Deputy, and Commission (COM) venues.

DHO LEVEL: 69,779 / 70%

SHO LEVEL: 29,673 / 30%

COMMISSION/DEPUTY: 120 / <1%*

DHO
 SHO
 COM



CLAIMS HEARD

By Risk Type

- 49% State Fund
- 33% Self-Insuring
- 14% Public County Employers
- 4% Public State Employers

By Docket Type

- 56% Allowance
- 25% Appeal
- 14% C-92
- 5% Other

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

Formal hearings and administrative reviews constitute the majority of Industrial Commission adjudicatory activity. In CY 2021, the IC made approximately 172,604 decisions on issues arising from workers' compensation claims.

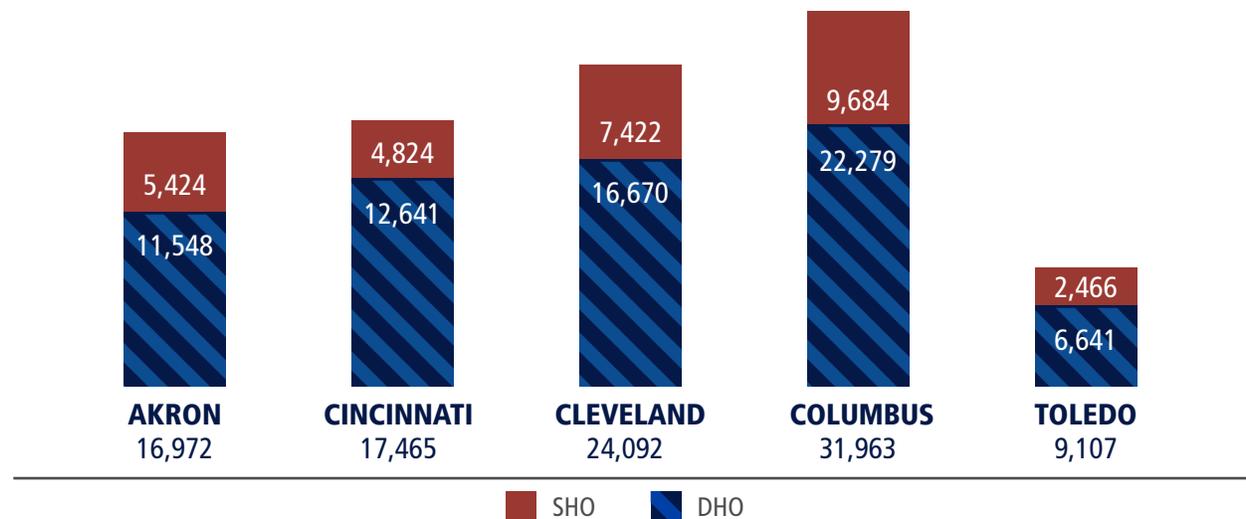
ADMINISTRATIVE REVIEWS

Administrative reviews incorporate issues that do not 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. During CY 2021, the IC conducted 35,390 administrative reviews.

CLAIMS HEARD

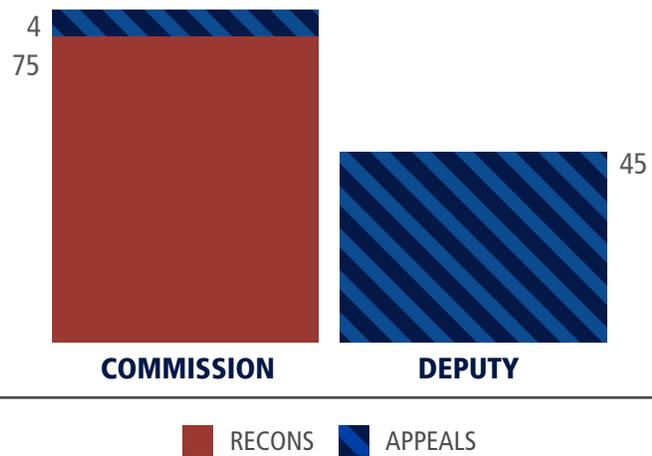
Claims heard includes hearings at the DHO, SHO, Deputy, and Commission venues. The total DHO hearing volume accounted for 70 percent of the overall hearing activity during CY 2021 at 69,779 claims heard, while the SHO volume is recorded at 29,820 claims heard. Deputy venue hearings totaled 45 in CY 2021, while the Commission venue recorded 79 claims heard. The IC heard a total of 99,723 claims at all adjudicatory levels. Total claims heard may include continuances, referrals, dismissals, or other final determinations made as a result of a hearing.

2021 CLAIMS HEARD: DHO AND SHO



DHO and SHO hearings were conducted on 247 days during CY 2021. A combined average of 403 claims were heard per day at the DHO and SHO levels. District Hearing Officers averaged 283 claims heard per day while Staff Hearing Officers averaged 121 claims heard per day. Commission level hearings were scheduled on 34 days during CY 2021. 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.

2021 COMMISSION CLAIMS HEARD



CLAIMS HEARD BY DOCKET TYPE

DHO Allowance claims heard account for 56 percent of the statewide total, while DHO C-92 claims account for 14 percent. SHO dockets are accounted for as follows: Appeals - 25 percent; Reconsiderations - 3 percent; and PTD < 1 percent. Miscellaneous, VSSR, Deputy, and Commission venue hearings combined for less than one percent of the statewide total.

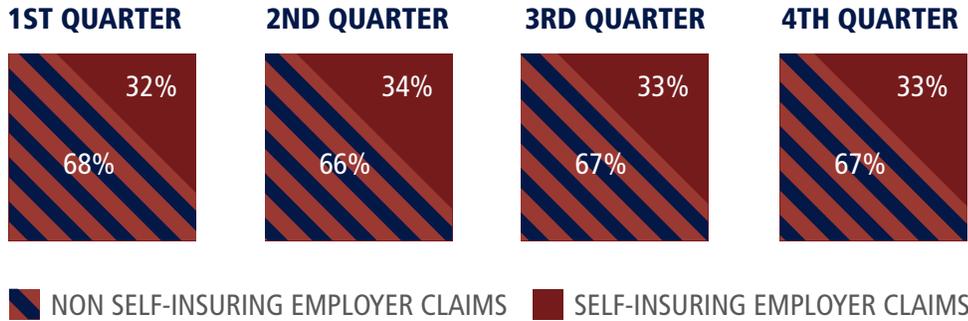
CLAIMS HEARD BY DOCKET TYPE AT EACH OFFICE

LEVEL	DOCKET TYPE	AKRON	CINCINNATI	CLEVELAND	COLUMBUS	TOLEDO	TOTAL
DHO	ALLOWANCE	9,406	10,021	13,195	17,980	5,520	56,122
	C-92	2,142	2,620	3,475	4,299	1,121	13,657
	DHO TOTAL	11,548	12,641	16,670	22,279	6,641	69,779
SHO	APPEAL	4,510	4,190	6,341	7,998	2,147	25,186
	PTD	84	116	77	328	59	664
	RECON	715	421	815	1,167	185	3,303
	VSSR	22	16	24	32	12	106
	MISC	93	81	165	159	63	561
	SHO TOTAL	5,424	4,824	7,422	9,684	2,466	29,820
COM	COMMISSION	0	0	0	79	0	79
	DEP	3	1	1	37	3	45
	COM TOTAL	3	1	1	116	3	124
REGIONAL TOTAL		16,975	17,466	24,093	32,079	9,110	99,723

CLAIMS HEARD BY RISK TYPE

During CY 2021, self-insuring (SI) risks accounted for 33 percent of all claims heard while non-SI risks accounted for 67 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	28,006	19,208	6,849	2,059	56,122
	C-92	6,433	3,616	2,762	846	13,657
	DHO TOTAL	34,439	22,824	9,611	2,905	69,779
SHO	APPEAL	12,063	8,786	3,060	1,277	25,186
	RECON	1,303	1,164	662	174	3,303
	MISC	327	170	53	11	561
	VSSR	71	25	6	3	105
	PTD	355	54	68	40	517
	SHO TOTAL	14,119	10,199	3,849	1,505	29,672
COM	COMMISSION	33	31	10	1	75
	DEPUTY	18	21	5	1	45
	COM TOTAL	51	52	15	2	120
EMPLOYER TOTAL		48,609	33,075	13,475	4,412	99,571

Hearings were conducted for approximately 17,590 different risks during CY 2021. Hearings for claims of private state funded employers accounted for 49 percent of all hearings while SI employers accounted for 33 percent; public county employers accounted for 14 percent; and public state employers' claims accounted for four percent.

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

INTERPRETER AND EMERGENCY HEARINGS

A total of 2,606 hearings were flagged as requiring interpreter services during CY 2021, marking an increase of 32 percentage points from CY 2020.

A total of 141 emergency hearings were scheduled during CY 2021. 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	166	10
CINCINNATI	356	19
CLEVELAND	765	38
COLUMBUS	1,223	68
TOLEDO	96	6
STATEWIDE	2,606	141

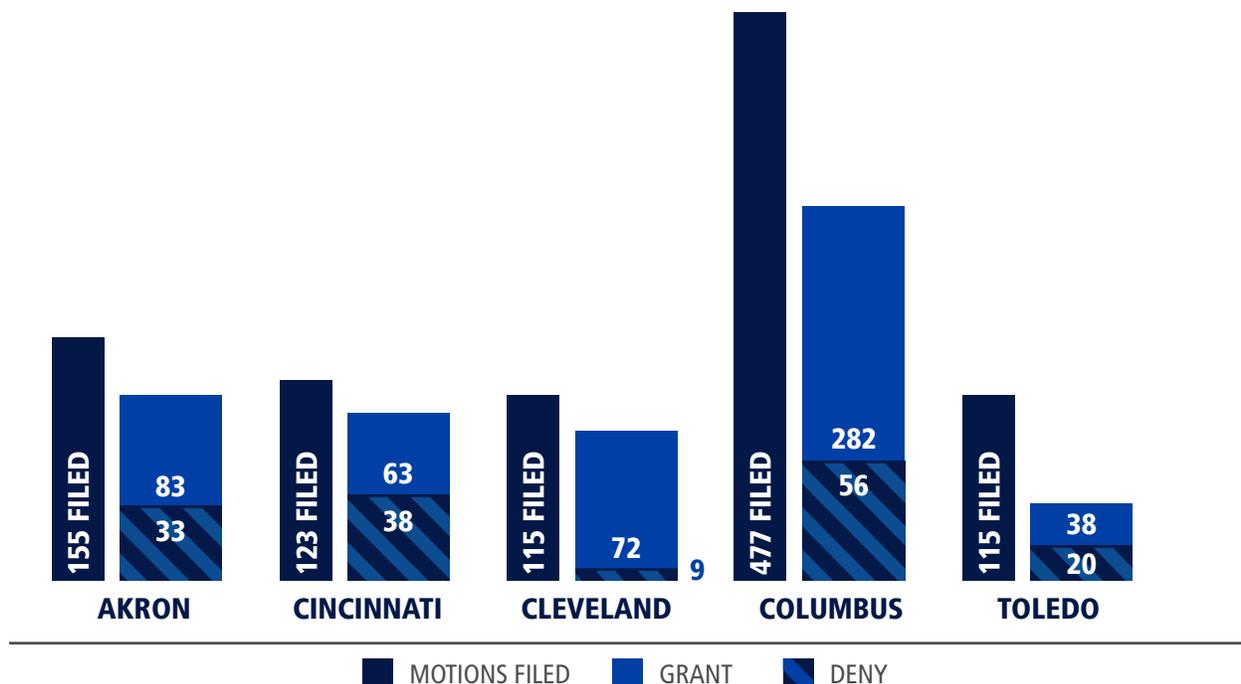
PERMANENT TOTAL DISABILITY DECISIONS

Permanent Total Disability (PTD) motions captured for CY 2021 totaled 985. Of those PTD applications that were either granted or denied during CY 2021, 78% were rendered PTD grants versus 22% PTD denials.

Regionally, the respective grant/deny ratios were as follows: Akron - 72%, 28%; Cincinnati - 62%, 38%; Cleveland - 89%, 11%; Columbus - 83%, 17%; Toledo - 66%, 34%.

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.

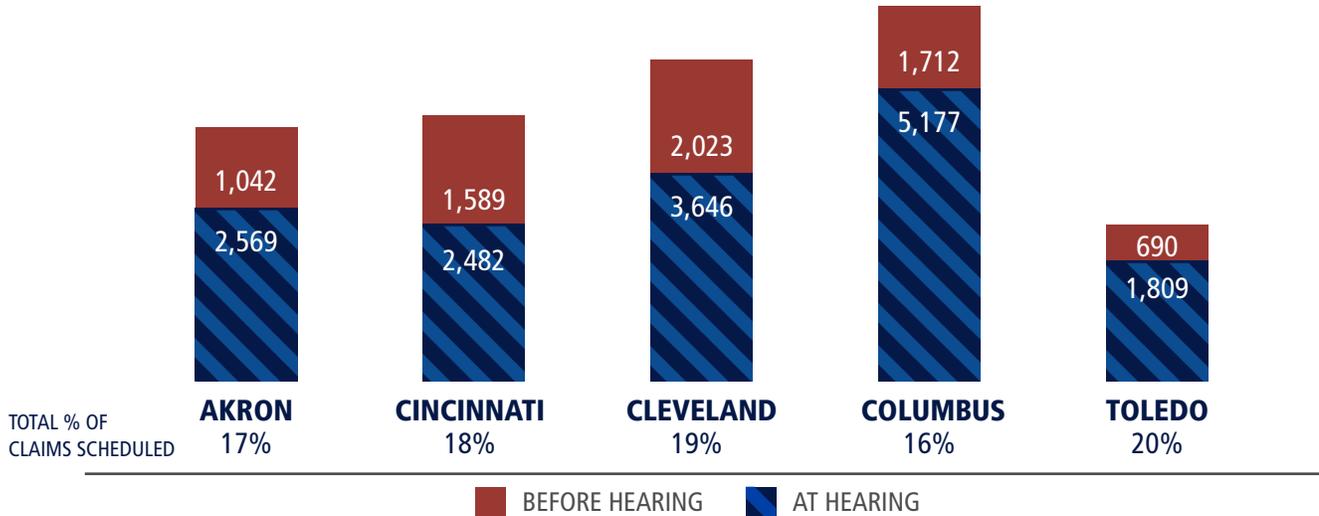
REGIONAL PTD DECISIONS



CONTINUANCES

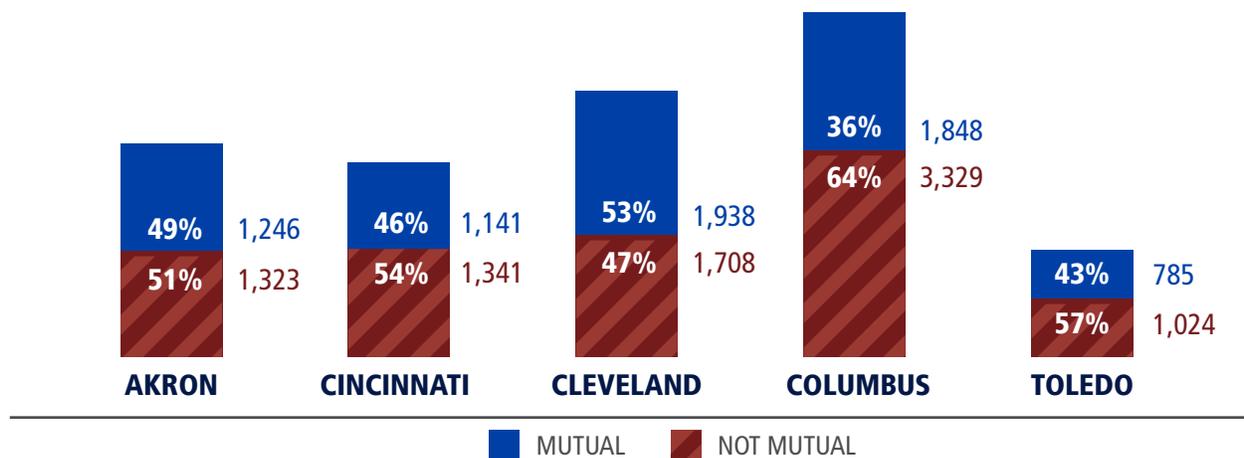
Statewide, the average continuance rates (for all issues) prior to and at hearing are 12 percent and 5 percent of claims scheduled, respectively for CY 2021. Continuances granted prior to hearing for all issues totaled 15,683 while continuances granted at hearing totaled 7,056. The aggregate continuance rate for all issues is 18 percent for CY 2021.

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 17,402 continuance requests during CY 2021, they also processed 13,039 requests to cancel scheduled hearings. Additionally, Hearing Administrators made decisions and performed activities in the following categories during CY 2021.

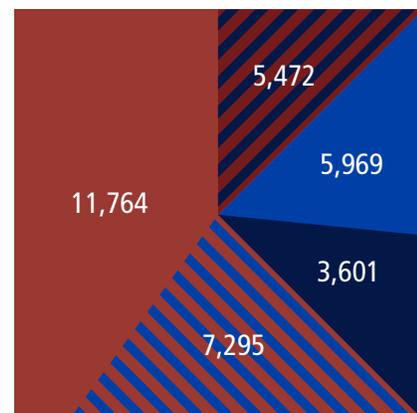
HEARING ADMINISTRATOR ACTIVITY

TYPE		AKRON	CINCINNATI	CLEVELAND	COLUMBUS	TOLEDO
PTD	LETTERS ISSUED	70	80	76	296	61
	PRE-HEARING	25	26	19	110	16
EMERGENCY HEARINGS	GRANT	10	19	38	68	6
SUBPOENA REQUESTS	GRANT	64	93	60	144	19
	DENY	43	14	36	46	11
INTERROGATORIES & DEPOSITIONS	GRANT	0	0	1	0	2
	HEARING	0	0	0	5	0
SUSPENSION REQUESTS	GRANT	209	238	197	466	193
	DENY	71	113	136	128	54
.522/.52 REQUESTS	GRANT	0	12	2	48	2
	HEARING	60	51	114	71	37
HEARING ADMINISTRATOR TOTALS		552	646	679	1,382	401

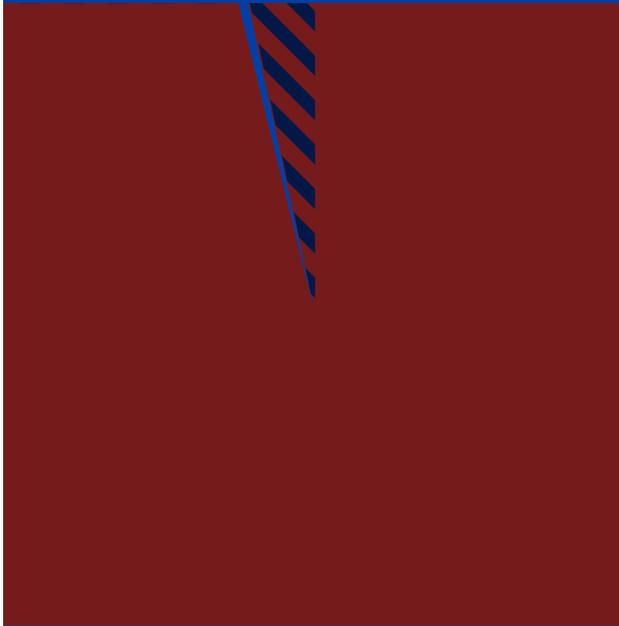
Hearing Administrators also processed requests for extensions related to PTD filings and requests regarding other miscellaneous issues that are not presented above.

Statewide, Hearing Administrators made decisions on or referred to hearing approximately 34,101 issues during CY 2021. Regional proportions of statewide Hearing Administrator activity during CY 2021 are as follows: Columbus at 34 percent; Cleveland at 21 percent; Cincinnati at 18 percent; Akron at 16 percent; and Toledo at 11 percent.

HEARING ADMINISTRATOR ACTIVITY BY REGION



MEDICAL ACTIVITY



MEDICAL EXAMS

1,682 Performed Medical Exams

Of the 2,095 exams scheduled during CY 2021, 20% were either canceled, rescheduled, or the injured worker did not appear for the exam.

- Out of House
- Out of State
- In House

TYPES OF EXAMS



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

SPECIALIST EXAMS

A total of 2,095 specialist exams, including file reviews, were scheduled on behalf of the Industrial Commission during CY 2021. 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; however, a majority of exams take place outside IC facilities.

A total of 1,682 IC exams were performed during CY 2021, reflecting a 19% percent increase in exams performed over CY 2020. Medical exam scheduling was restricted pursuant to the Governor's Executive Orders during CY 2020 by the pandemic emergency.

SPECIALIST EXAMS PERFORMED BY LOCATION

LOCATION	AKR	CIN	CLE	COL	DAY	TOL	YOU	TOTAL %
OUT OF HOUSE	147	93	252	765	112	117	131	96%
IN HOUSE	0	0	0	3	0	0	0	<1%
OUT OF STATE	0	1	0	61	0	0	0	4%
TOTAL	147	94	252	829	112	117	131	
% OF OVERALL TOTAL	9%	6%	15%	49%	7%	7%	8%	

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

EXAM CANCELLATION RATES

The 2,095 specialist exams scheduled during CY 2021 consisted of 413 exams that were rescheduled, canceled, or the injured worker did not show for the exam. The CY 2021 statewide exam cancellation rate (cancel, no show, reschedule) is 20 percent.

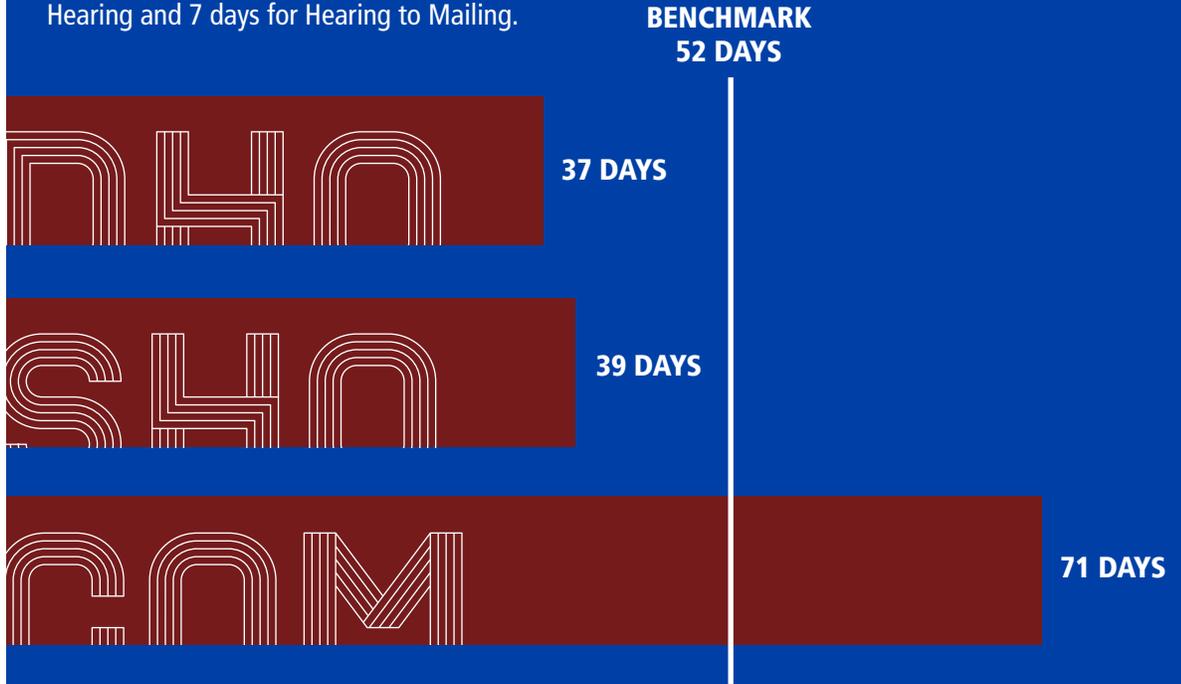
IC SPECIALIST EXAMS

DISTRICT	PERFORMED	CANCELED	RESCHEDULED	NO SHOWS	SCHEDULED	CANCELLATION RATE
AKRON	147	15	19	6	187	21%
CINCINNATI	94	5	6	2	107	12%
CLEVELAND	252	22	32	13	319	21%
COLUMBUS	829	65	126	27	1,047	21%
DAYTON	112	15	14	4	145	23%
TOLEDO	117	5	11	6	139	16%
YOUNGSTOWN	131	7	12	1	151	13%
STATEWIDE	1,682	134	220	59	2,095	20%

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.



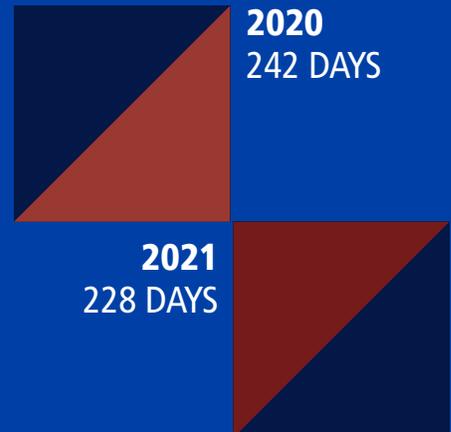
OTHER STATUTORY AND BENCHMARK PROCESSES ARE AS FOLLOWS:

REFUSAL ORDER: EXPIRATION TO MAILING

IC averaged a 5 out of 14 days allowed.

PTD: FILING TO MAILING

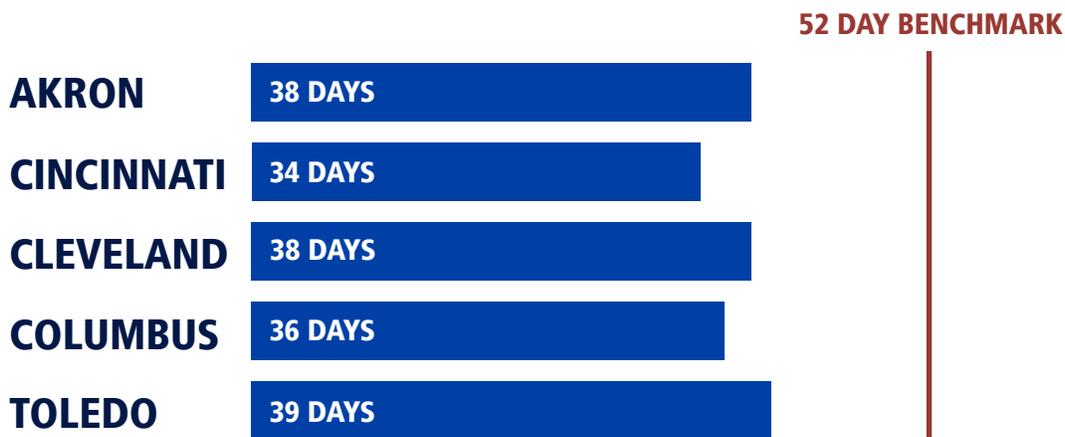
IC averaged 228 days in 2021.



DISTRICT HEARING OFFICER ALLOWANCE TIME FRAMES

District hearing officers heard a total of 56,112 Allowance docket claims during CY 2021. Of those, 39,012 (70%) qualified for inclusion in time studies. 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 (7 days).

DHO ALLOWANCE: FILING TO MAILING



2021 STATEWIDE DHO ALLOWANCE AVERAGES

2020 QTR	F-R*	R-H	F-H*	H-M*	R-M	F-M
1 ST	1	41	42	3	43	44
2 ND	1	25	26	3	29	30
3 RD	0	34	35	3	38	39
4 TH	0	28	29	3	32	34
AVERAGE	1	32	33	3	36	37

*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).

Of the qualifying 2021 Allowance docket claims heard, 7,000 claims or 18% were beyond the statutory 45-day Filing Date to Hearing Date time frame. The rate of non-compliance is improved by 28 points from CY 2020. Comparatively, the average from CY 2017 to CY 2019 is 14%.

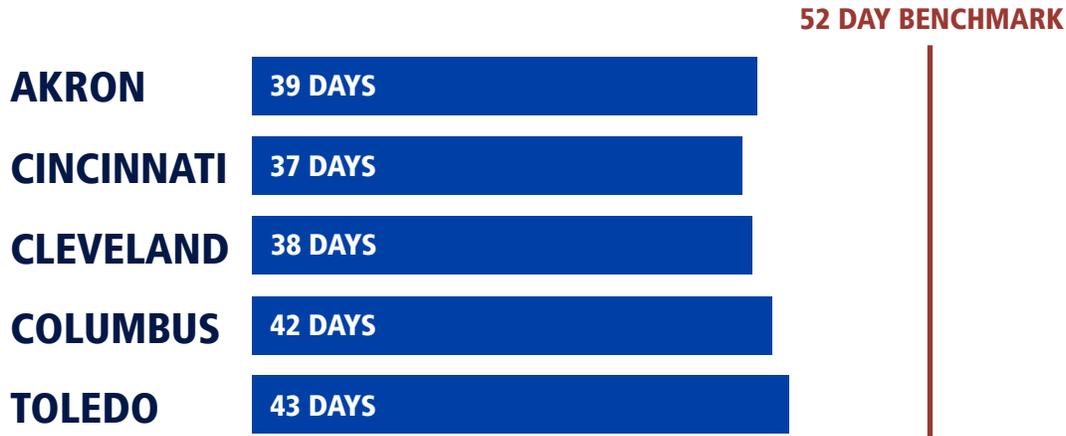
DHO ALLOWANCE FILING TO HEARING 39,012 QUALIFYING RECORDS



STAFF HEARING OFFICER APPEAL TIME FRAMES

Staff hearing officers heard a total of 25,186 Appeal docket claims during CY 2021. Of those, 21,881 qualified for inclusion in time studies.

SHO APPEAL: FILING TO MAILING



2020 STATEWIDE SHO APPEAL AVERAGES

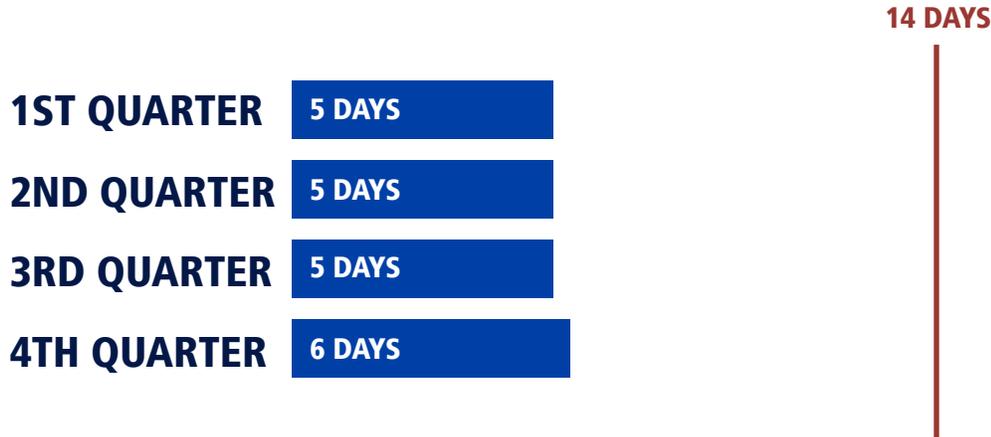
2020 QTR	F-H*	H-M*	F-M
1 ST	35	3	39
2 ND	33	3	36
3 RD	36	3	40
4 TH	36	3	41
AVERAGE	35	3	39

*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.

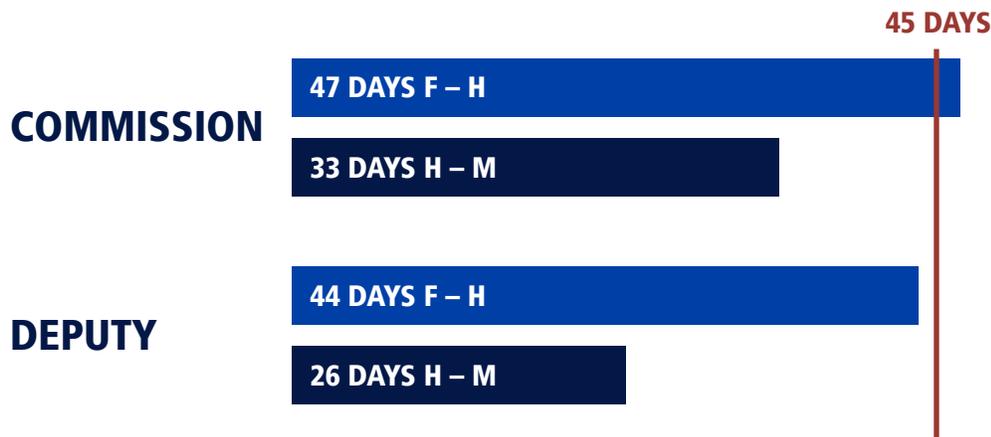
SHO APPEAL: ORDER EXPIRATION TO REFUSAL ORDER



COMMISSION LEVEL TIME FRAMES

For hearings conducted during CY 2021, the combined venue average for the statutory 45-day period Filing to Hearing (F-H) of an appeal is compliant at 44 days. This is a regression of four days from the CY 2020 average.

2021 COMMISSION ACTIVITY



The combined venue average for the statutory 7-day period Hearing to Mailing (H-M) of an appeal is 27 days. This is a four-day improvement from the 31-day average during CY 2020.

The combined venue average for the Filing to Mailing (F-M) time frame is 71 days which is unchanged from CY 2020.

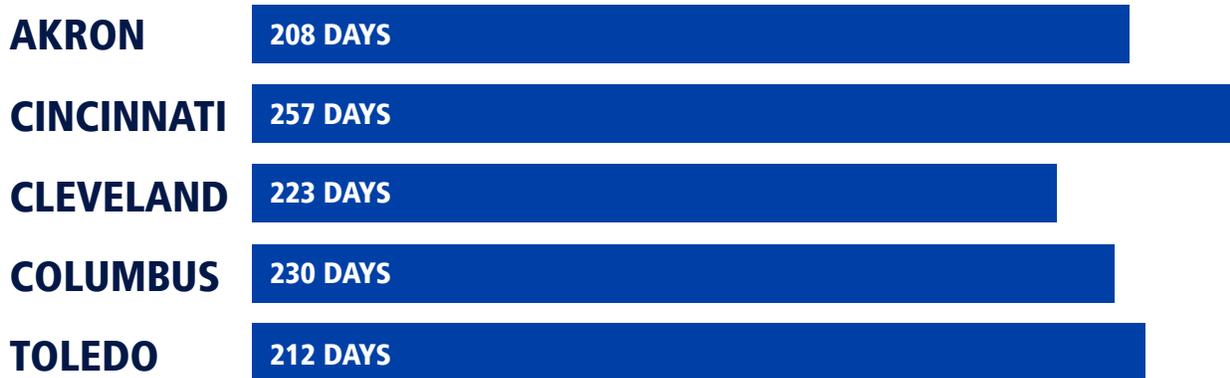
PERMANENT TOTAL DISABILITY TIME FRAMES

A total of 664 PTD claims were heard during CY 2021. PTD claims qualifying for inclusion in the time studies equaled 453 (68%). 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 2021, PTD applications were adjudicated within an average of 219 days (approximately seven months) from the application filing date, a 23-day improvement from CY 2020.

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 2021.

PTD FILING TO MAILING



STATISTICAL OVERVIEW

INVENTORY	2020	2021
BWC New Claims Filed	92,906	101,448
IC Motions/Appeals Filed (first level)	101,179	94,497
HEARING ACTIVITY		
Claims Heard	87,314	99,723
DHO Venue	60,976	69,779
SHO Venue	26,190	29,820
COM Venue	148	124
Claims Heard Per Day (DHO/SHO)	353	403
DHO Heard Per Day	247	283
SHO Heard Per Day	106	121
Continuances: Prior to Hearing	16,443	15,683
Continuances: At Hearing	5,401	7,056
MEDICAL ACTIVITY		
Specialist Examinations Performed	1,410	1,682
PERFORMANCE		
DHO Allowance Timeframes (F-M)	53 days	37 days
Non-Compliant DHO Claims	14,494	7,000
SHO Appeal Timeframes (F-M)	42 days	39 days
Commission Appeal Timeframes (F-M)	71 days	71 days
Refusal Orders	5 days	5 days

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Gary Allen	<i>Director, Security Services</i>
Rupinder Singh	<i>Hearing Officer Trainer</i>

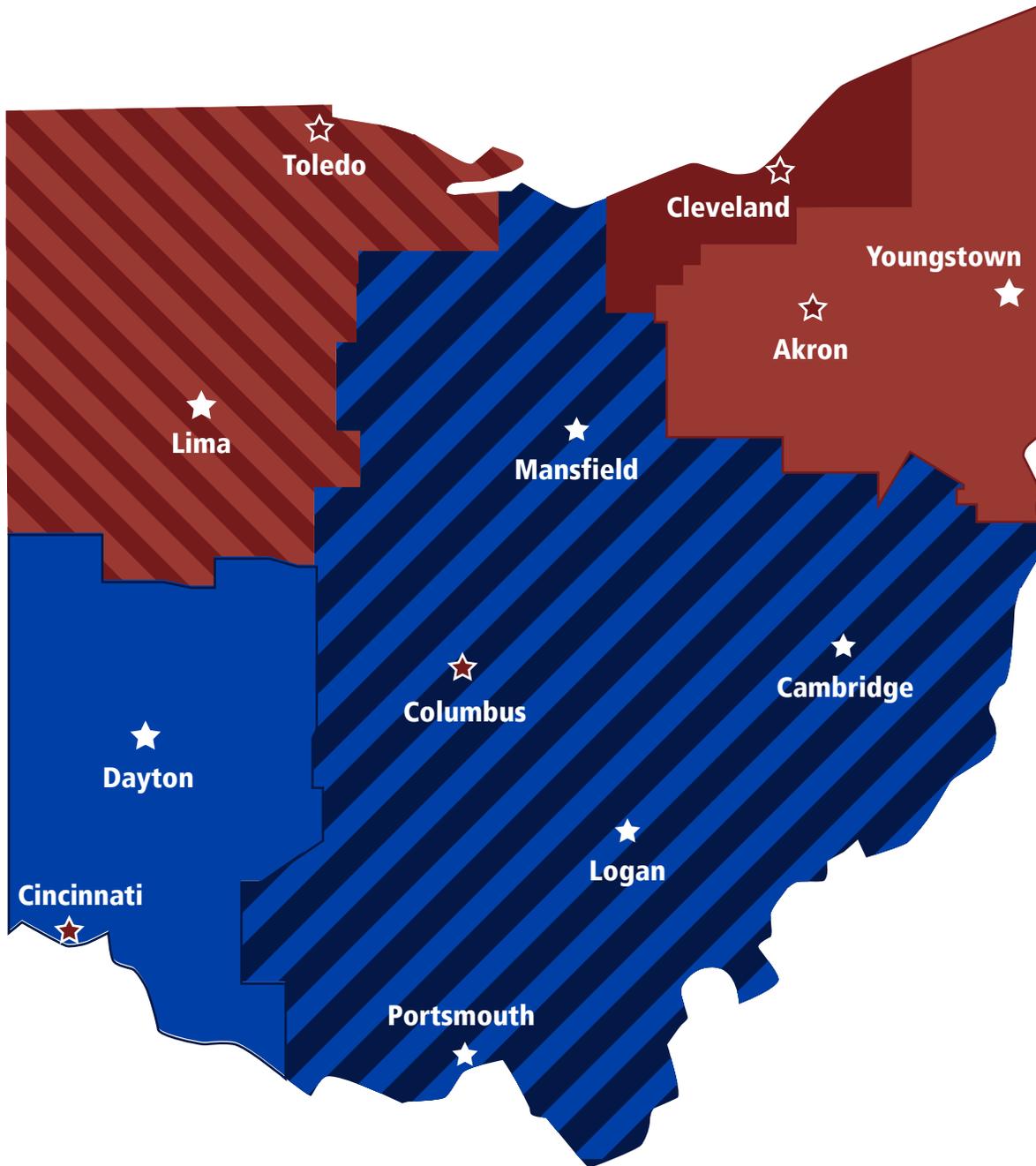
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