



# APAR 2023

## Annual Production Activity Report

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Report Compiled by the  
Office of Management Planning

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**Ohio | Industrial Commission**

Mike DeWine, Governor • Jon Husted, Lt. Governor

# SUMMARY AND STATISTICAL HIGHLIGHTS

JANUARY 1, 2023 – DECEMBER 31, 2023

## I. MOTIONS/APPEALS/INVENTORY

The Industrial Commission (IC) captured 137,816 issues at the District Hearing Officer (DHO) and Staff Hearing Officer (SHO) levels during calendar year (CY) 2023. The Bureau of Workers' Compensation (BWC) recorded 99,750 new injury, occupational disease, and death claims for state funded and self-insuring employers during 2023. Of these filings, 14,901 (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 92,314 and 45,502 respectively. Appeals to the Commission hearing level totaled 16,616 while Reconsiderations totaled 309.

As of December 31, 2023, the IC aggregate ending inventory was 16,381 claims at all adjudicatory levels. This is inclusive of claims being processed in the IC medical sections, which totaled 164.

## II. ADJUDICATORY ACTIVITY

The IC made approximately 147,345 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 87,408 claims during CY 2023 at all adjudicatory levels. The total DHO volume accounts for 70 percent of overall hearings at 61,189 claims heard. Total SHO claims heard are recorded at 26,147 claims, 30 percent of overall hearings. Deputy venue claims heard totaled 23 in CY 2023 while the Commission venue recorded 49 claims heard.

DHO and SHO hearings were conducted on 246 days during CY 2023 at an average of 355 claims heard per day. DHO hearings averaged 249 claims heard per day while SHO hearings averaged 106 claims heard per day. Commission level hearings were scheduled on 28 days during CY 2023. During CY 2023, 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 throughout the state of Ohio and in other states where Injured Workers currently reside. A total of 1,162 specialist exams and medical reviews were performed on behalf of the IC during CY 2023. Almost all of these were related to PTD filings.

## IV. PERFORMANCE

District Hearing Officers heard a total of 49,549 Allowance docket claims during CY 2023. The statewide median for the 45-day Filing to Hearing mandate is 38 days, while the statewide median for the seven-day Hearing to Mailing mandate is three days.

Of the qualifying CY 2023 Allowance docket claims heard, 4,651 claims, or 13 percent, were beyond the 45-day Filing to Hearing mandate for industry performance.

Staff Hearing Officers heard a total of 22,749 Appeal docket claims during CY 2023. 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.

If an appeal is not accepted for a Commission level hearing, R.C. 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 2023, the combined venue Commission and Deputy average for the period Filing of Appeal to Hearing Date is 39 days. This is an improvement of three days from the CY 2022 average of 42 days. The combined venue average for the 7-day Hearing to Mailing mandate is non-compliant recording 24 days. This average has regressed by two days compared to CY 2022 performance of 22 days. The combined venue average for the Filing of Appeal to Mailing of Order stands at 62 days (consisting of 72 days for the 3-member Commission venue and 61 days for the Deputy SHO venue). This average is an improvement of two days from the CY 2022 combined venue average of 64 days (61 days for the 3-member Commission venue and 65 days for the Deputy SHO venue). For CY 2023 hearings, 32 percent of eligible orders met the 52-day categorical benchmark.

A total of 391 PTD claims were heard during CY 2023. PTD applications were adjudicated within an average of 204 days during CY 2023. This reflects a regression of 12 days from CY 2022. Statewide, final orders were published within five days of the hearing during CY 2023.

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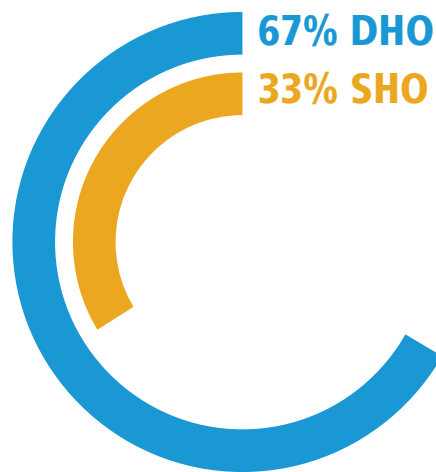
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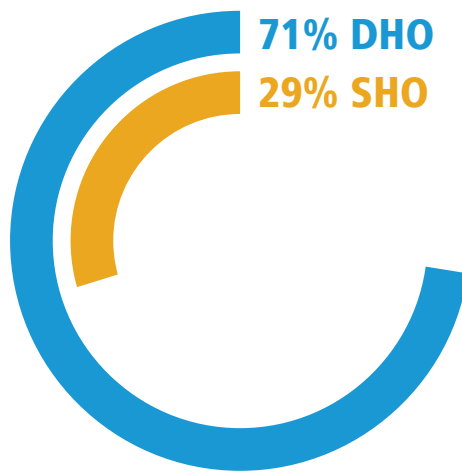


# HEARING INVENTORY



## NEW ISSUES CAPTURED

137,816 Total New Issues Captured  
(92,314 DHO and 45,502 SHO)



## DHO/SHO INVENTORY RATIO

The DHO/SHO aggregate ending hearing inventory as of December 31, 2023 is 16,381 claims. This is inclusive of active IR processes and unassigned claims pending review.

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 99,750 new injury, occupational disease, and death claims during calendar year (CY) 2023. Approximately, 21,874 (22 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)	107	4,293	17,383	91	21,874
Non-SI	231	13,756	63,423	466	77,876
<b>TOTAL</b>	<b>338</b>	<b>18,049</b>	<b>80,806</b>	<b>557</b>	<b>99,750</b>

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 (Lost Time, Medical Only, Occupational Disease) and death allowance issues were captured for 14,901 claims during CY 2023. A majority resulted in Allowance docket hearings.

# IC NEW MOTIONS AND APPEALS FILED

A total of 89,289 new first level motions and appeals were filed during CY 2023 for 56,130 separate claims. A number of claims have multiple issues per motion; however, not all motions or appeals resulted in a hearing. Approximately 137,816 issues were captured at the first and second adjudicatory levels during CY 2023. During CY 2023, commission level appeals and reconsiderations filed totaled 16,616 and 309 respectively. Issues tracked for DHO and SHO dockets are itemized as follows:

## DHO AND SHO MOTION AND APPEAL FILINGS BY DOCKET TYPE

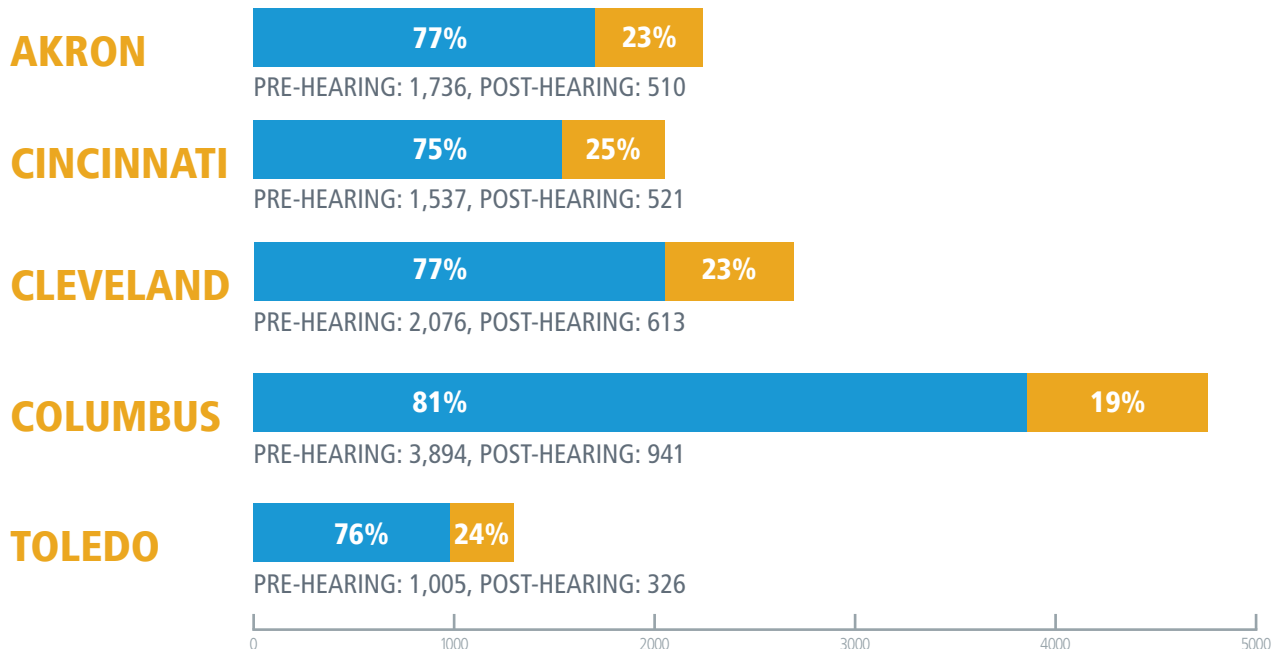
LEVEL	DOCKET TYPE	VOLUME	PERCENT OF TOTAL *
DHO	ALLOWANCE	79,695	58%
	C92	12,619	9%
SHO	APPEAL	39,497	29%
	MISC	1,574	1%
	PTD	807	>1%
	RECON	2,796	2%
	VSSR	828	>1%
<b>STATEWIDE TOTAL</b>	<b>137,816</b>		

\*Figures are rounded

# HEARING INVENTORY

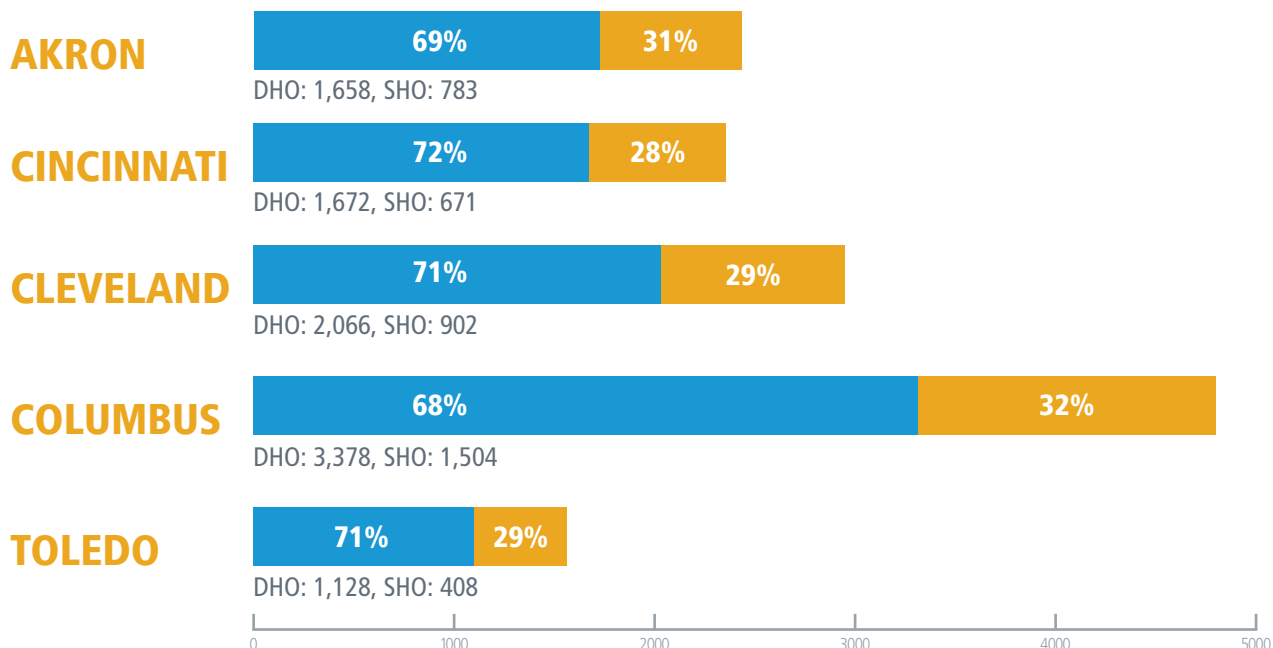
As of December 31, 2023, the IC maintained a pre-hearing inventory level of 10,248 claims at DHO and SHO levels and 3,222 claims in the pre-screening process, accounting for 82% of total aggregate ending inventory. The remainder of the inventory constitutes post-hearing claims awaiting an order or under appeal status.

## IC INVENTORY: DECEMBER 31, 2023



Statewide average monthly DHO and SHO combined inventory was 14,170 claims for CY 2023.

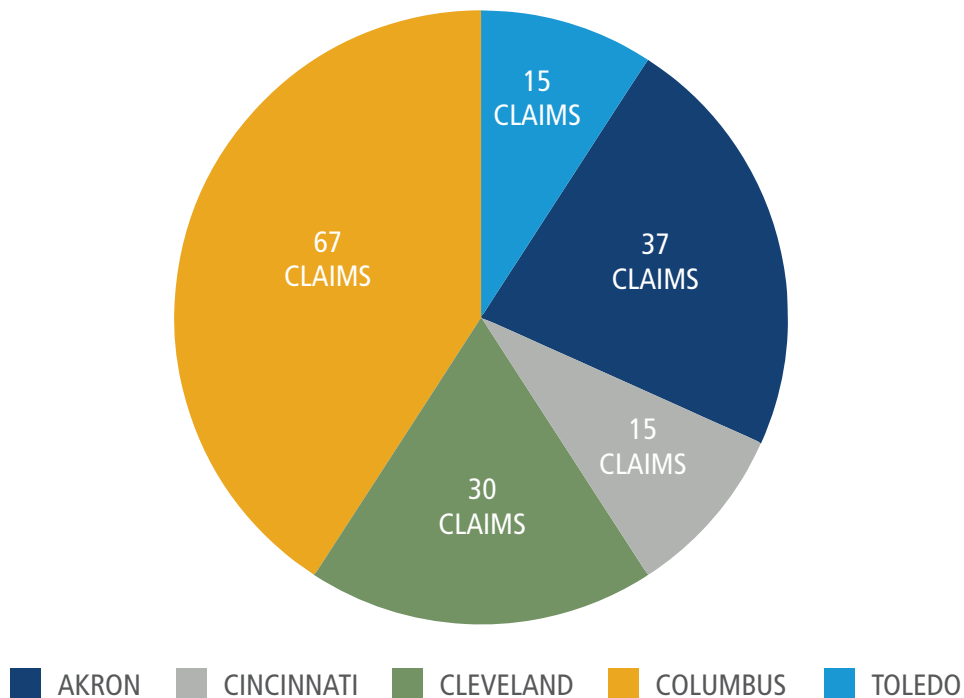
## IC INVENTORY: MONTHLY AVERAGE



# MEDICAL EXAM INVENTORY

The volume of claims within the IC medical section as of December 31, 2023 totaled 164, accounting for one percent of aggregate 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 performed in the Columbus office.

## MEDICAL INVENTORY: AS OF DECEMBER 31, 2023

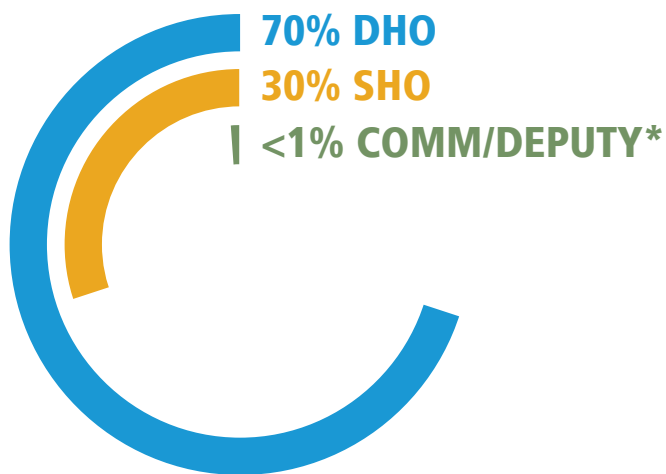


# TOTAL ENDING INVENTORY

As of December 31, 2023, statewide aggregate hearing and medical inventory totaled 16,381 claims at DHO and SHO adjudicatory levels. Commission Level Hearings (34), Court Unit (7,041), Attorney Fee applications (26) inventory volumes, and claims under other administrative review processes are not included in DHO or SHO inventory.



# ADJUDICATORY ACTIVITY



## FORMAL HEARINGS

During CY 2023, the IC held a total of 87,335 hearings at all adjudicatory levels. Formal hearings include hearings at the DHO, SHO, Deputy, and Commission venues.

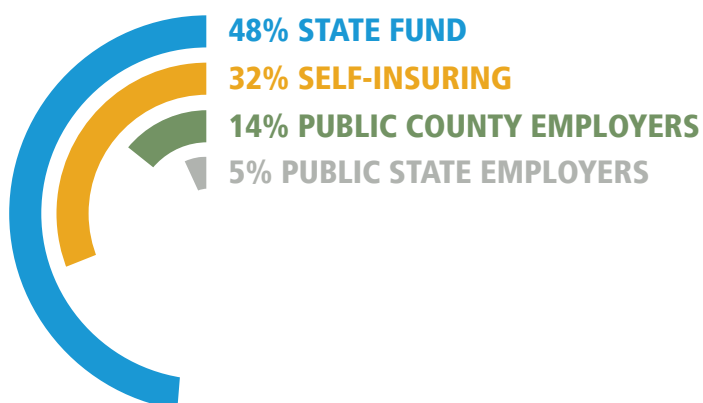
**DHO LEVEL: 61,189 / 70%**

**SHO LEVEL: 26,074 / 30%**

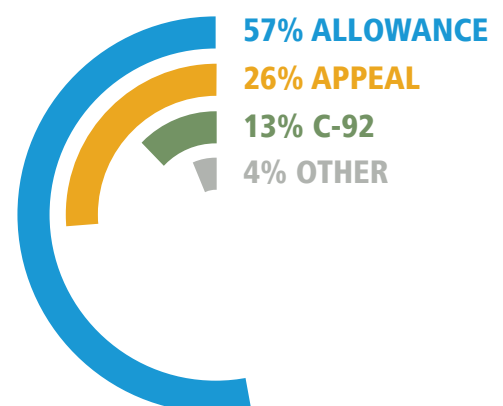
**COMMISSION/DEPUTY: 72 / <1%\***

## CLAIMS HEARD

### BY RISK TYPE



### BY DOCKET TYPE



\*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 2023, the IC made approximately 147,345 decisions on issues arising from workers' compensation claims.

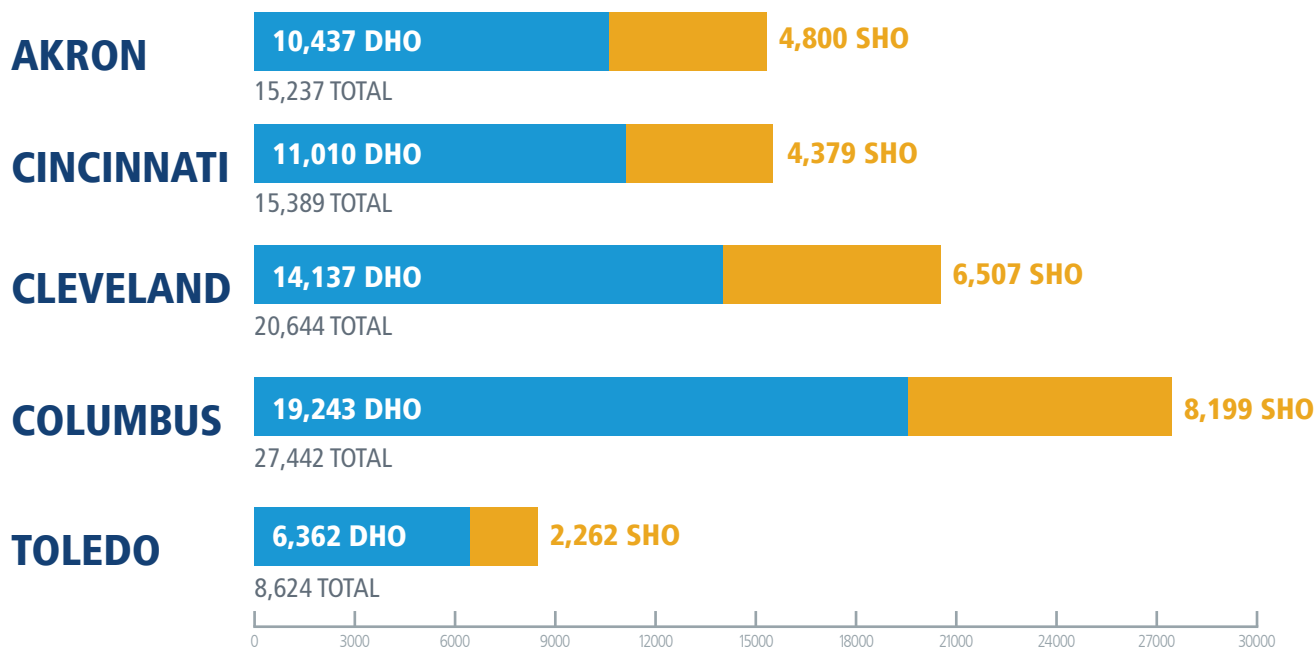
## ADMINISTRATIVE REVIEWS

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 2023, the IC conducted 32,111 administrative reviews.

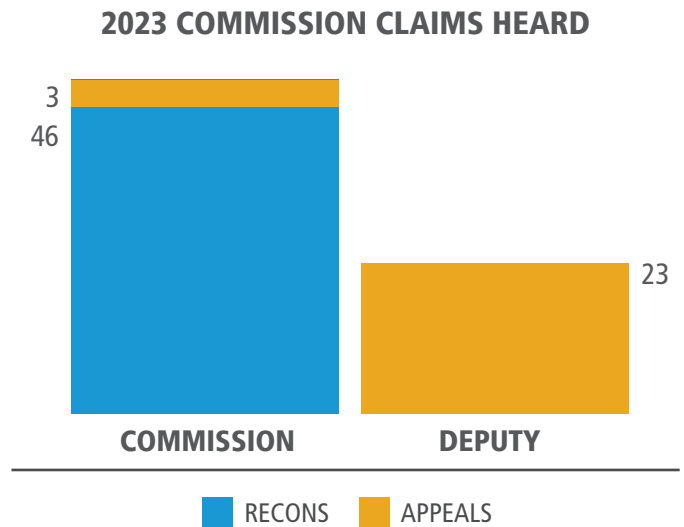
## CLAIMS HEARD

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 2023 at 61,189 claims heard, while the SHO volume is recorded at 26,147 claims heard. Deputy venue hearings totaled 23 in CY 2023, while the Commission venue recorded 49 claims heard. The IC heard a total of 87,408 claims at all adjudicatory levels. Total claims heard may include continuances, referrals, dismissals, or other final determinations made as a result of a hearing.

### 2023 CLAIMS HEARD: DHO AND SHO



DHO and SHO hearings were conducted on 246 days during CY 2023. A combined average of 355 claims were heard per day at the DHO and SHO levels. District Hearing Officers averaged 249 claims heard per day while Staff Hearing Officers averaged 106 claims heard per day. Commission level hearings were scheduled on 28 days during CY 2023. Commission venue Appeals and Reconsiderations were scheduled at a rate under 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.



## CLAIMS HEARD BY DOCKET TYPE

DHO Allowance claims heard account for 57 percent of the statewide total, while DHO C-92 claims account for 13 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 less than one percent of the statewide total.

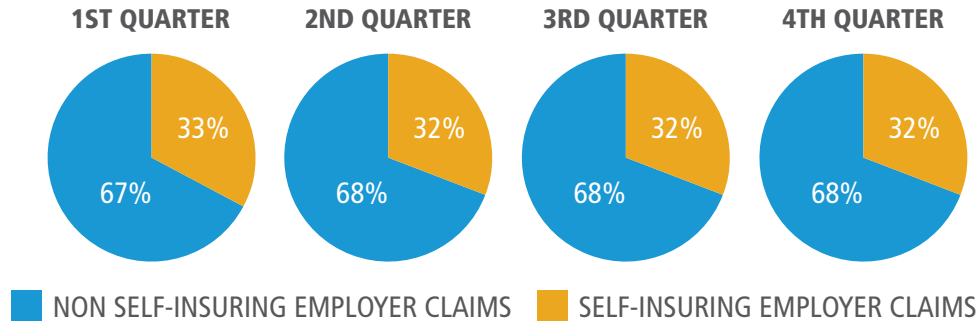
### CLAIMS HEARD BY DOCKET TYPE AT EACH OFFICE

LEVEL	DOCKET TYPE	AKRON	CINCINNATI	CLEVELAND	COLUMBUS	TOLEDO	TOTAL
DHO	ALLOWANCE	8,399	8,849	11,323	15,635	5,348	49,554
	C-92	2,038	2,161	2,814	3,608	1,014	11,635
	DHO TOTAL	10,437	11,010	14,137	19,243	6,362	61,189
SHO	APPEAL	4,098	3,899	5,732	6,976	2,043	22,748
	PTD	80	52	43	196	20	391
	RECON	529	344	619	807	151	2,450
	VSSR	20	15	14	24	11	84
	MISC	73	69	99	196	37	474
	SHO TOTAL	4,800	4,379	6,507	8,199	2,262	26,147
COM	COMMISSION	0	0	0	49	0	49
	DEP	0	0	0	22	1	23
	COM TOTAL	0	0	0	71	1	72
REGIONAL TOTAL		15,237	15,389	20,644	27,513	8,625	87,408

# CLAIMS HEARD BY RISK TYPE

During CY 2023, 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 2023 PERCENTAGE ANALYSIS



## HEARINGS HELD BY EMPLOYER GROUP

LEVEL	DOCKET TYPE	STATE FUND	SELF INSURING	PUB. EMP. (COUNTY)	PUB. EMP. (STATE)	TOTAL
DHO	ALLOWANCE	24,539	16,250	6,630	2,135	49,554
	C-92	5,476	3,099	2,360	700	11,635
	DHO TOTAL	30,015	19,349	8,990	2,835	61,189
SHO	APPEAL	10,627	7,665	3,045	1,411	22,748
	RECON	1,003	847	443	157	2,450
	MISC	254	155	45	20	474
	VSSR	62	18	3	1	84
	PTD	207	32	43	36	318
	SHO TOTAL	12,153	8,717	3,579	1,625	26,074
COM	COMMISSION	21	17	5	6	49
	DEPUTY	11	9	2	1	23
	COM TOTAL	32	26	7	7	72
EMPLOYER TOTAL		42,200	28,092	12,576	4,467	87,335

Hearings were conducted for approximately 16,187 different risks during CY 2023. Hearings for claims of private state funded employers accounted for 48 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 five percent.

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

# INTERPRETER AND EMERGENCY HEARINGS

A total of 2,390 hearings were flagged as requiring interpreter services during CY 2023, marking an increase of eight percent from CY 2022.

A total of 127 emergency hearings were scheduled during CY 2023. 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	27
CINCINNATI	460	17
CLEVELAND	680	19
COLUMBUS	1,041	55
TOLEDO	76	9
<b>STATEWIDE</b>	<b>2,390</b>	<b>127</b>

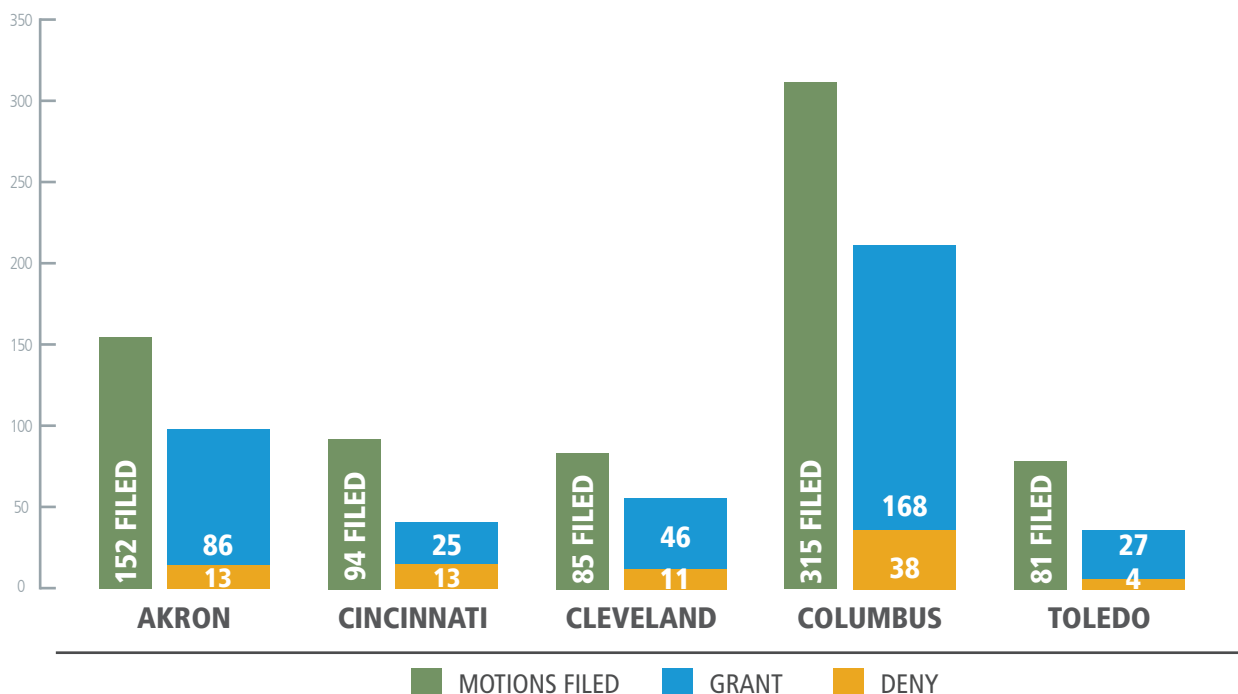
# PERMANENT TOTAL DISABILITY DECISIONS

Permanent Total Disability (PTD) applications captured for CY 2023 totaled 727. Of those PTD applications that were either granted or denied during CY 2023, 82% were rendered PTD grants versus 18% PTD denials.

Regionally, the respective grant/deny ratios were as follows: Akron - 87%, 13%; Cincinnati - 66%, 34%; Cleveland - 81%, 19%; Columbus - 82%, 18%; Toledo - 87%, 13%.

Given processing times for PTD applications, there is not always a direct correlation between 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

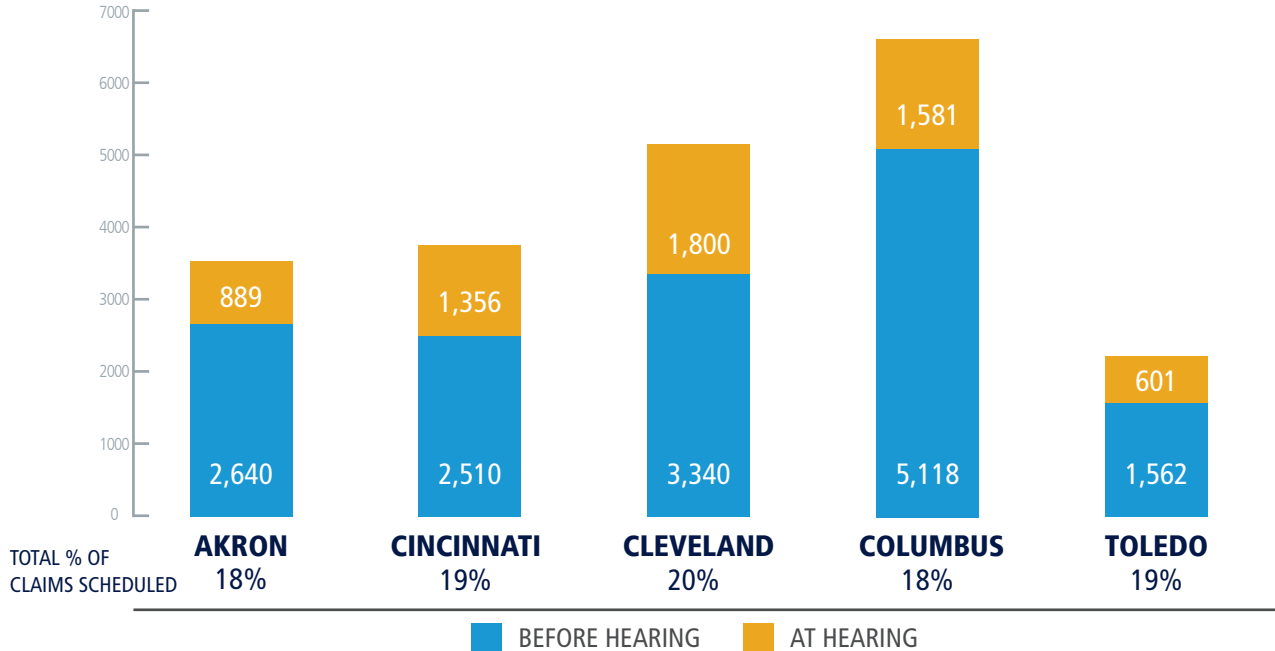




# CONTINUANCES

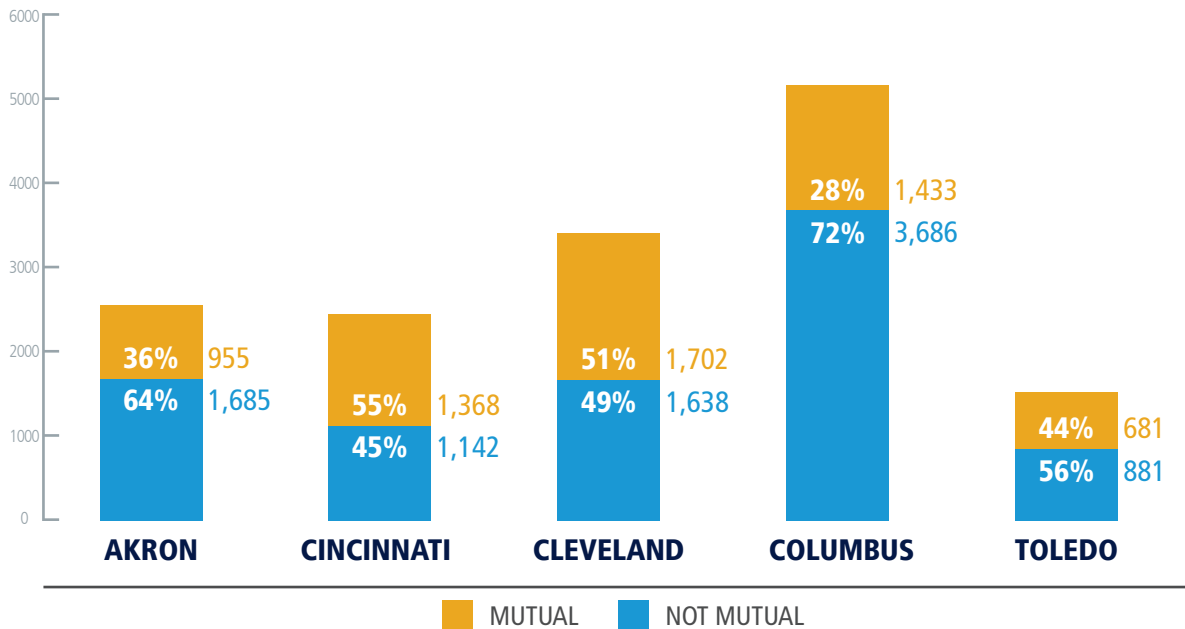
Statewide, the average continuance rates (for all issues) prior to and at hearing are 13 percent and 5 percent of claims scheduled, respectively for CY 2023. Continuances granted prior to hearing for all issues totaled 15,170 while continuances granted at hearing totaled 6,227. The aggregate continuance rate for all issues is 18 percent for CY 2023.

## 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 16,717 continuance requests during CY 2023, they also processed 10,982 requests to cancel scheduled hearings. Additionally, Hearing Administrators made decisions and performed activities in the following categories during CY 2023.

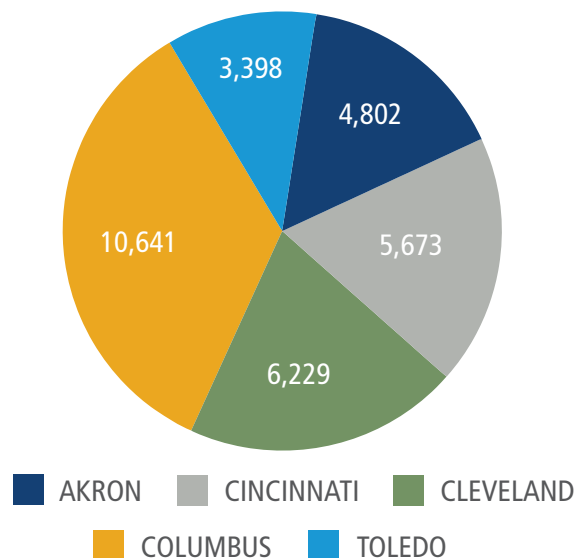
## HEARING ADMINISTRATOR ACTIVITY

TYPE		AKRON	CINCINNATI	CLEVELAND	COLUMBUS	TOLEDO
PTD	LETTERS ISSUED	78	69	38	205	44
	PRE-HEARING	4	29	22	114	20
EMERGENCY HEARINGS	GRANT	27	17	19	55	9
SUBPOENA REQUESTS	GRANT	25	65	10	79	14
	DENY	30	23	37	40	14
INTERROGATORIES & DEPOSITIONS	GRANT	0	0	0	0	2
	HEARING	0	2	6	3	1
SUSPENSION REQUESTS	GRANT	150	277	100	459	187
	DENY	116	85	101	160	35
.522/.52 REQUESTS	GRANT	1	6	1	7	0
	HEARING	46	29	71	89	23
HEARING ADMINISTRATOR TOTALS		477	602	405	1,211	349

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 30,743 issues during CY 2023. Regional proportions of statewide Hearing Administrator activity during CY 2023 are as follows: Columbus at 35 percent; Cleveland at 20 percent; Cincinnati at 18 percent; Akron at 16 percent; and Toledo at 11 percent.

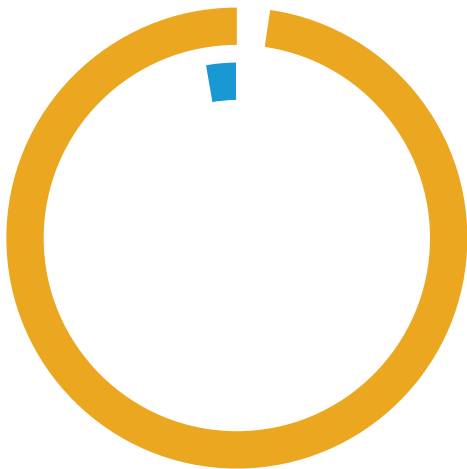
## HEARING ADMINISTRATOR ACTIVITY BY REGION





# MEDICAL ACTIVITY

## MEDICAL EXAMS

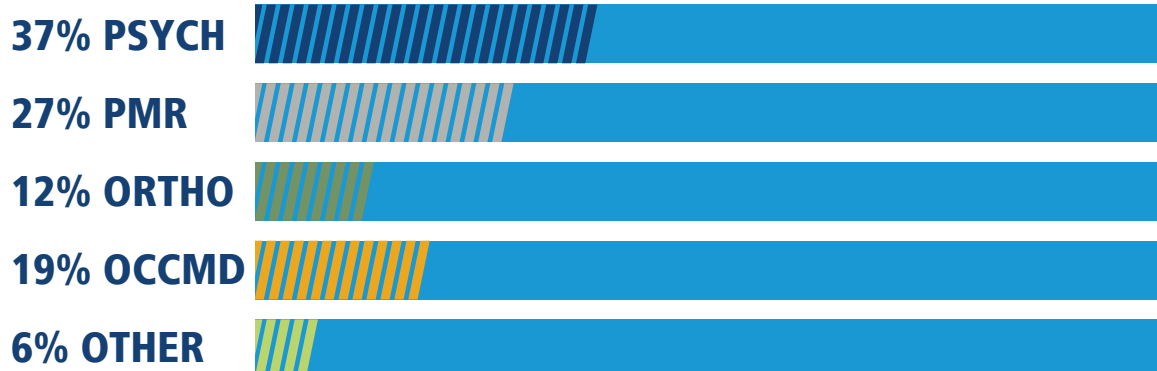


**97% OUT OF HOUSE**  
**3% OUT OF STATE**

### 1,162 EXAMS PERFORMED

Of the 1,445 exams and file reviews scheduled during CY 2023, 20 percent were either canceled, rescheduled, or the injured worker did not appear for the exam.

## TYPES OF EXAMS



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

# SPECIALIST EXAMS

A total of 1,445 specialist exams, including 41 file reviews, were scheduled on behalf of the Industrial Commission during CY 2023. The majority of these exams are related to PTD filings. Scheduling of exams is performed through the Columbus office. The IC no longer schedules in-house medical exams.

A total of 1,162 IC exams and reviews were performed during CY 2023; down three exams from CY 2022.

## SPECIALIST EXAMS PERFORMED BY LOCATION

LOCATION	AKR	CIN	CLE	COL	DAY	TOL	YOU	TOTAL %
OUT OF HOUSE	153	94	171	410	61	109	131	97%
OUT OF STATE	0	0	0	33	0	0	0	3%
TOTAL	153	94	171	443	61	109	131	
% OF OVERALL TOTAL	13%	8%	15%	38%	5%	9%	11%	

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

# EXAM CANCELLATION RATES

The 1,445 specialist exams and file reviews scheduled during CY 2023 included 283 exams that were rescheduled, canceled, or the injured worker did not show for the exam. The CY 2023 statewide exam cancellation rate (cancel, no show, reschedule) is 20 percent.

## IC SPECIALIST EXAMS

DISTRICT	PERFORMED	CANCELED	RESCHEDULED	NO SHOWS	SCHEDULED	CANCELLATION RATE
AKRON	153	2	37	1	193	21%
CINCINNATI	94	8	17	1	120	22%
CLEVELAND	171	10	27	0	208	18%
COLUMBUS	443	18	101	2	564	21%
DAYTON	61	7	12	0	80	24%
TOLEDO	109	3	19	0	131	17%
YOUNGSTOWN	131	0	18	0	149	12%
STATEWIDE	1,162	48	231	4	1,445	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.

**DHO ALLOWANCE: 42 DAYS**



**SHO APPEAL: 39 DAYS**



**COMMISSION APPEAL: 62 DAYS**



**52 DAYS**



## OTHER STATUTORY AND BENCHMARK PROCESSES ARE AS FOLLOWS:

### REFUSAL ORDER: EXPIRATION TO MAILING

IC averaged a 5 out of 14 days allowed.



**5/14 DAYS**

### PTD: FILING TO MAILING

IC averaged 214 days in 2023.



**2023**  
214 DAYS

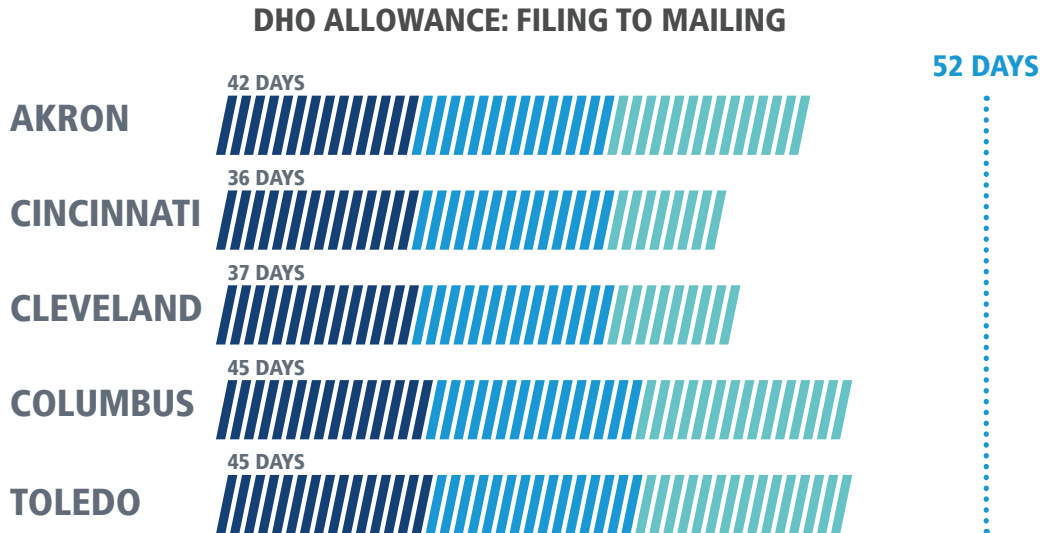


**2022**  
199 DAYS



# DISTRICT HEARING OFFICER ALLOWANCE TIME FRAMES

District Hearing Officers heard a total of 49,549 Allowance docket claims during CY 2023. Of those, 36,134 (73%) 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).



## 2023 STATEWIDE DHO ALLOWANCE AVERAGES

QUARTER	F-R*	F-H*	H-M*	F-M
1 <sup>ST</sup>	0	36	3	40
2 <sup>ND</sup>	0	38	3	42
3 <sup>RD</sup>	0	38	3	43
4 <sup>TH</sup>	0	39	3	43
AVERAGE	0	38	3	42

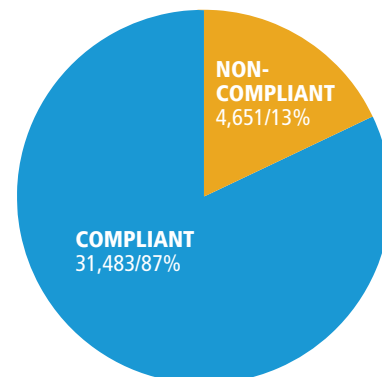
\*F-R statute = 7 days; F-H statute = 45 days; H-M statute = 7 days.

## 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 CY 2023 Allowance docket claims heard, 4,651 (13%) were beyond the statutory 45-day Filing to Hearing Date time frame. The rate of non-compliance is a regression of two points from CY 2022.

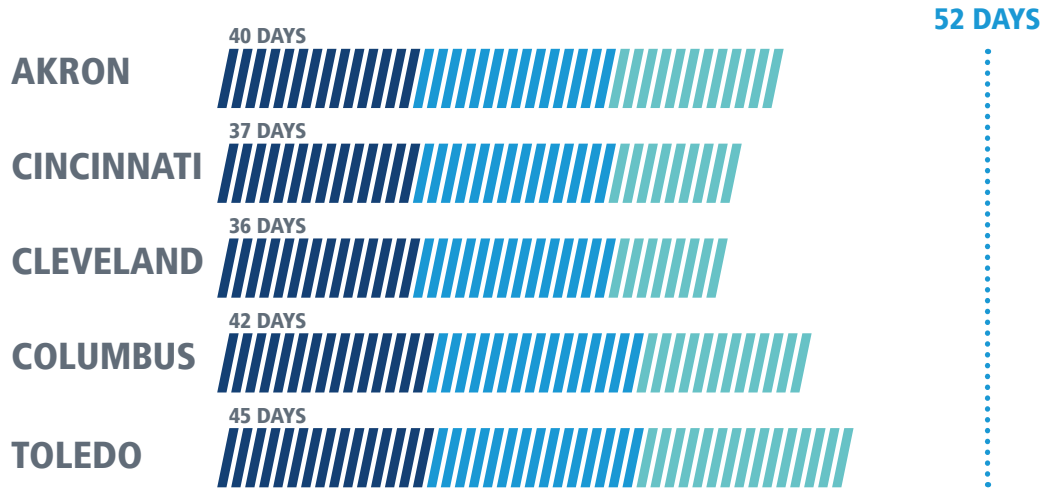
## DHO ALLOWANCE FILING TO HEARING 36,134 QUALIFYING RECORDS



# STAFF HEARING OFFICER APPEAL TIME FRAMES

Staff hearing officers heard a total of 22,749 Appeal docket claims during CY 2023. Of those, 19,807 qualified for inclusion in time studies.

## SHO APPEAL: FILING TO MAILING



## 2023 STATEWIDE SHO APPEAL AVERAGES

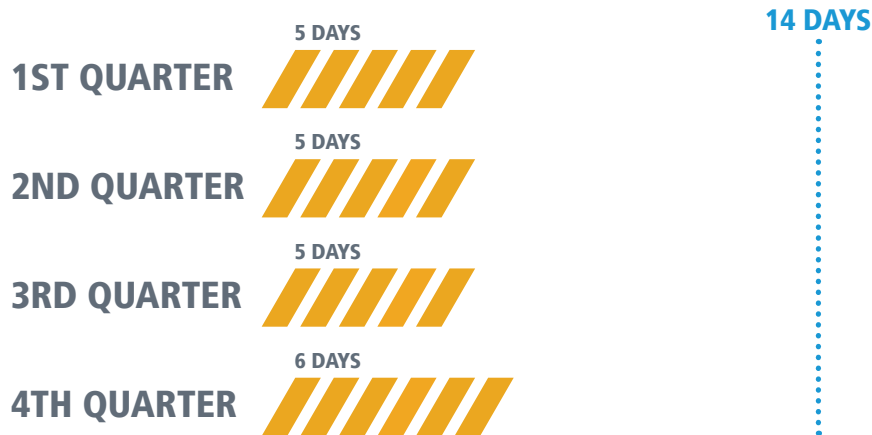
QUARTER	F-H*	H-M*	F-M
1 <sup>ST</sup>	34	3	37
2 <sup>ND</sup>	35	3	38
3 <sup>RD</sup>	35	3	40
4 <sup>TH</sup>	36	3	41
AVERAGE	35	3	39

\*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.

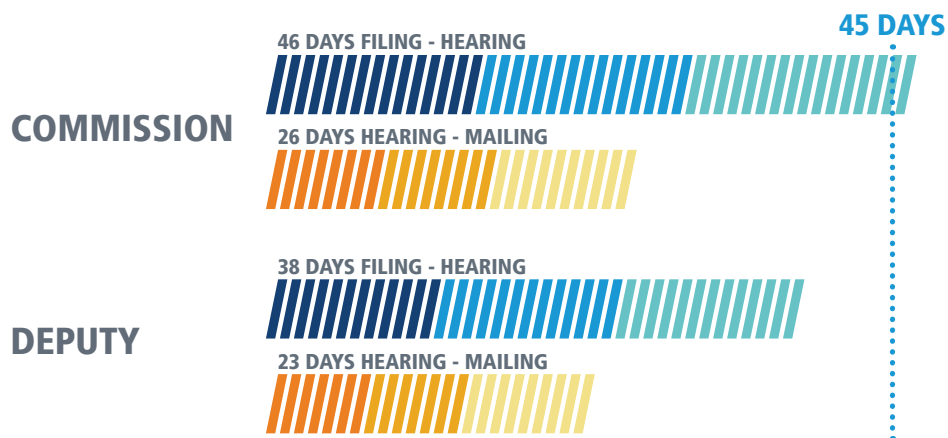
## SHO APPEAL: ORDER EXPIRATION TO REFUSAL ORDER



# COMMISSION LEVEL TIME FRAMES

For hearings conducted during CY 2023, the combined venue average for the statutory 45-day period Filing to Hearing (F-H) of an appeal is compliant at 39 days. This is an improvement of three days from the CY 2022 average.

## 2023 COMMISSION ACTIVITY



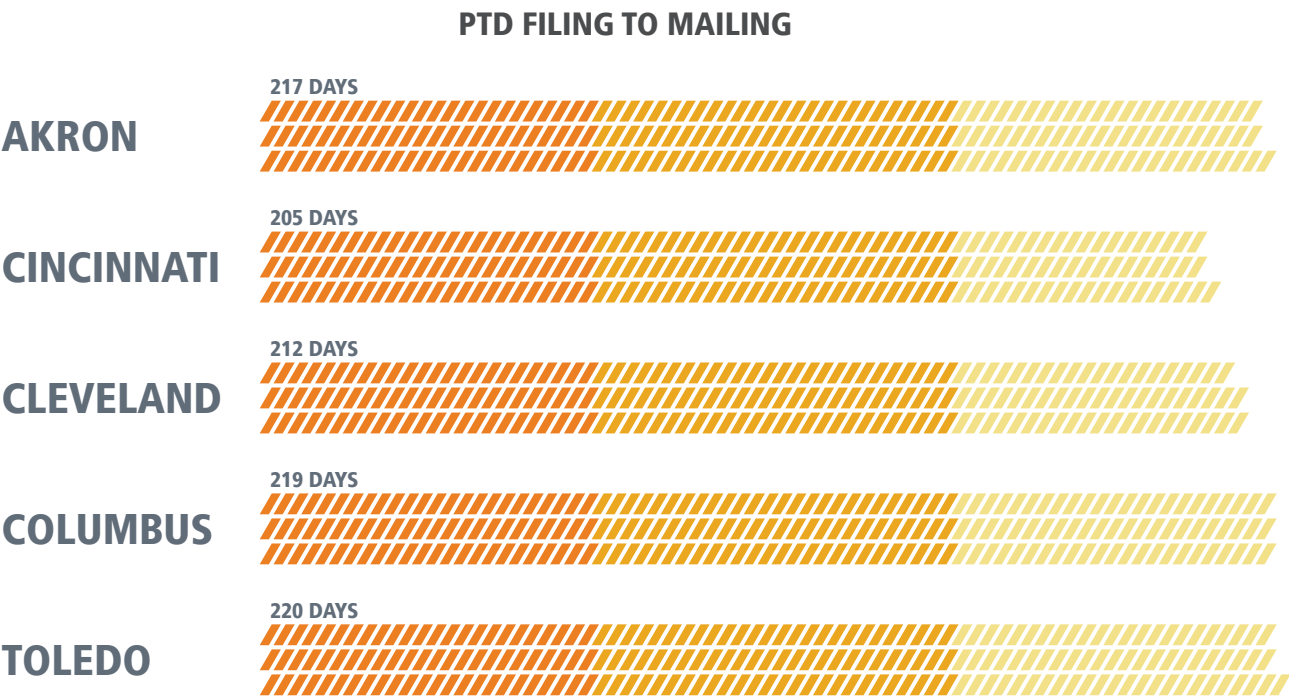
The combined venue average for the statutory 7-day period Hearing to Mailing (H-M) of an appeal is 24 days. This is a two-day regression from the 22-day average during CY 2022.

The combined venue average for the Filing to Mailing (F-M) time frame is 62 days, an improvement of two days from CY 2022.

# PERMANENT TOTAL DISABILITY TIME FRAMES

A total of 391 PTD claims were heard during CY 2023. PTD claims qualifying for inclusion in the time studies equaled 273 (70%). 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 2023, PTD applications were adjudicated within an average of 204 days from the application filing date, a 12-day regression from CY 2022. 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 2023.



# STATISTICAL OVERVIEW

## INVENTORY

	2022	2023
BWC New Claims Filed	102,848	99,750
IC Motions/Appeals Filed (first level)	93,711	89,239

## HEARING ACTIVITY

Claims Heard	88,015	87,408
DHO Venue	62,215	61,189
SHO Venue	25,686	26,147
COM Venue	114	72
Claims Heard Per Day (DHO/SHO)	353	355
DHO Heard Per Day	250	249
SHO Heard Per Day	103	106
Continuances: Prior to Hearing	15,283	15,170
Continuances: At Hearing	6,892	6,227

## MEDICAL ACTIVITY

Specialist Examinations Performed	1,165	1,162
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## ADMINISTRATIVE PERFORMANCE

DHO Allowance Timeframes (F-M)	36 days	42 days
Non-Compliant DHO Claims	3,969	4,651
SHO Appeal Timeframes (F-M)	38 days	39 days
Commission Appeal Timeframes (F-M)	64 days	62 days
Refusal Orders	5 days	5 days



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Daniel J. Massey	<i>Member, Industrial Commission</i>
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- ☆ District Offices
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