

# APAR 2024

## Annual Production Activity Report

*Report Compiled by the Office of Management Planning*



**Industrial  
Commission**

Mike DeWine, *Governor* • Jim Tressel, *Lt. Governor*



# SUMMARY AND STATISTICAL HIGHLIGHTS

JANUARY 1, 2024 – DECEMBER 31, 2024

## I. MOTIONS/APPEALS/INVENTORY

The Industrial Commission (IC) captured 127,696 issues at the District Hearing Officer (DHO) and Staff Hearing Officer (SHO) levels during calendar year (CY) 2024. The Bureau of Workers' Compensation (BWC) recorded 99,486 new injury, occupational disease, and death claims for state funded and self-insuring employers during 2024. Of these filings, 14,383 (14%) 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 87,486 and 40,210 respectively. Appeals to the Commission hearing level totaled 15,853, while Reconsiderations totaled 263.

As of December 31, 2024, the IC aggregate ending inventory was 16,195 claims at all adjudicatory levels. This is inclusive of claims being processed in the IC medical sections, which totaled 197.

## II. ADJUDICATORY ACTIVITY

The IC made approximately 144,848 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 85,668 claims during CY 2024 at all adjudicatory levels. The total DHO volume accounts for 70 percent of overall hearings at 60,096 claims heard. Total SHO claims heard are recorded at 25,476 claims, 30 percent of overall hearings. Deputy venue claims heard totaled 33 in CY 2024, while the Commission venue recorded 63 claims heard.

DHO and SHO hearings were conducted on 245 days during CY 2024 at an average of 349 claims heard per day. DHO hearings averaged 245 claims heard per day, while SHO hearings averaged 104 claims heard per day. Commission level hearings were scheduled on 30 days during CY 2024. During CY 2024, 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 978 specialist exams and medical reviews were performed on behalf of the IC during CY 2024. Almost all of these were related to PTD filings.

## IV. PERFORMANCE

District Hearing Officers heard a total of 47,846 Allowance docket claims during CY 2024. 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 CY 2024 Allowance docket qualifying records, 8,425 records, or 18 percent, were beyond the 45-day Filing to Hearing mandate for industry performance.

Staff Hearing Officers heard a total of 21,793 Appeal docket claims during CY 2024. The statewide median for the 45-day Filing to Hearing mandate is 37 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 six days for the respective 14-day statutory period.

For hearings conducted during CY 2024, the combined venue Commission and Deputy average for the period Filing of Appeal to Hearing Date is 39 days. This is unchanged from the CY 2023 average. The combined venue average for the 7-day Hearing to Mailing mandate is non-compliant recording 20 days. This average has improved by four days compared to CY 2023 performance of 24 days. The combined venue average for the Filing of Appeal to Mailing of Order stands at 59 days (consisting of 52 days for the 3-member Commission venue and 60 days for the Deputy SHO venue). This average is an improvement of three days from the CY 2023 combined venue average of 62 days (72 days for the 3-member Commission venue and 61 days for the Deputy SHO venue). For CY 2024 hearings, 38 percent of eligible orders met the 52-day categorical benchmark.

A total of 362 PTD claims were heard during CY 2024. PTD applications were adjudicated within an average of 185 days during CY 2024. This reflects an improvement of 19 days from CY 2023. Statewide, final orders were published within five days of the hearing during CY 2024.

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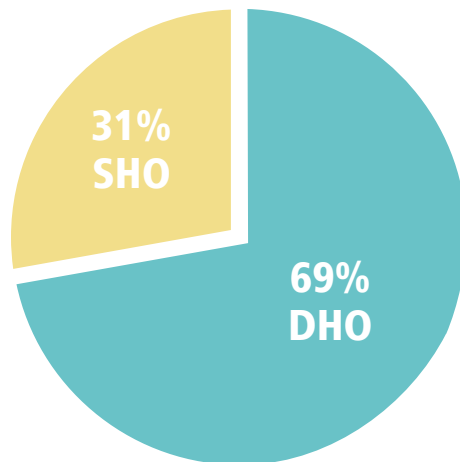
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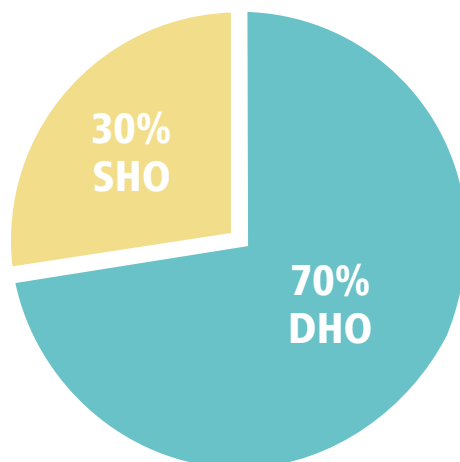
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# HEARING INVENTORY



## NEW ISSUES CAPTURED

127,696 Total New Issues Captured  
DHO = 87,486 and SHO = 40,210



## DHO/SHO INVENTORY RATIO

The DHO/SHO aggregate ending hearing inventory as of December 31, 2024 is 16,195 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 99,486 new injury, occupational disease, and death claims during calendar year (CY) 2024. Approximately, 22,667 (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)	74	4,060	18,447	86	22,667
Non-SI	175	14,333	61,936	375	76,819
<b>TOTAL</b>	<b>249</b>	<b>18,393</b>	<b>80,383</b>	<b>461</b>	<b>99,486</b>

Source: BWC Data Warehouse

Approximately 14 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 14,383 claims during CY 2024. A majority resulted in Allowance docket hearings.

# IC NEW MOTIONS AND APPEALS FILED

A total of 85,514 new first level motions and appeals were filed during CY 2024 for 54,224 separate claims. A number of claims have multiple issues per motion; however, not all motions or appeals resulted in a hearing. Approximately 127,696 issues were captured at the first and second adjudicatory levels during CY 2024. During CY 2024, commission level appeals and reconsiderations filed totaled 15,866 and 317 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	74,563	58%
	C92	12,923	10%
SHO	APPEAL	34,223	27%
	MISC	1,432	1%
	PTD	696	1%
	RECON	3,051	2%
	VSSR	808	1%
<b>STATEWIDE TOTAL</b>		<b>127,696</b>	

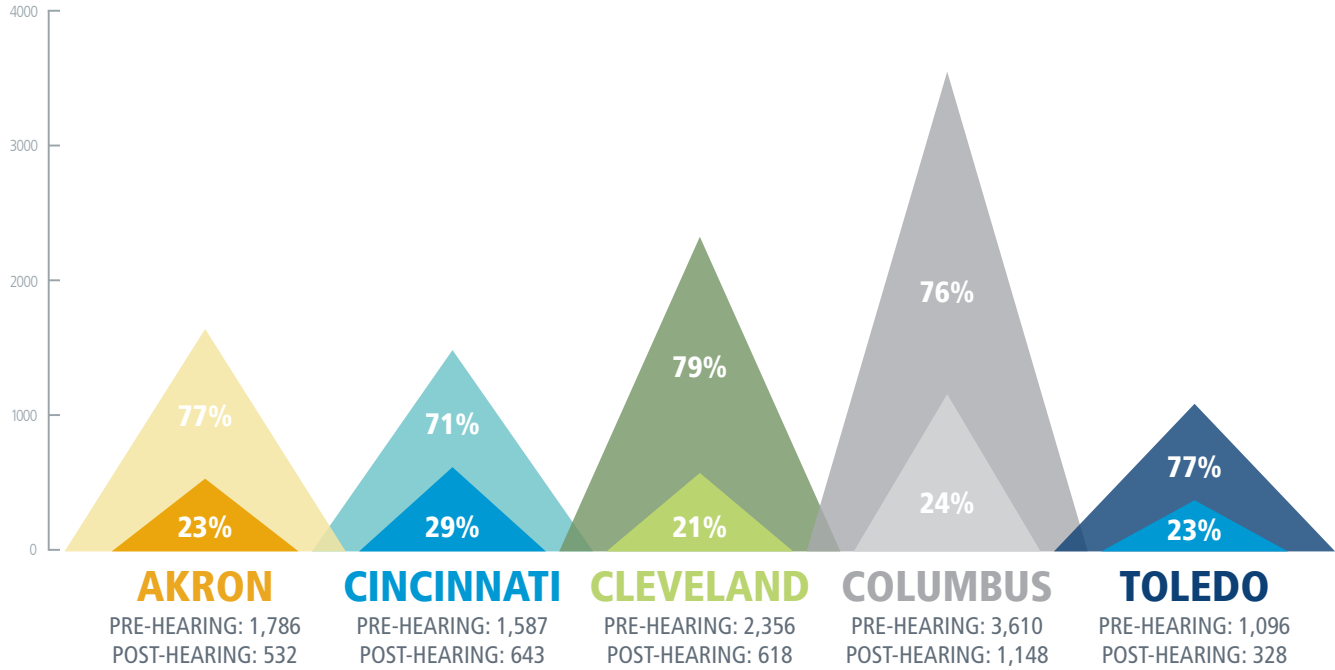
\*Figures are rounded



# HEARING INVENTORY

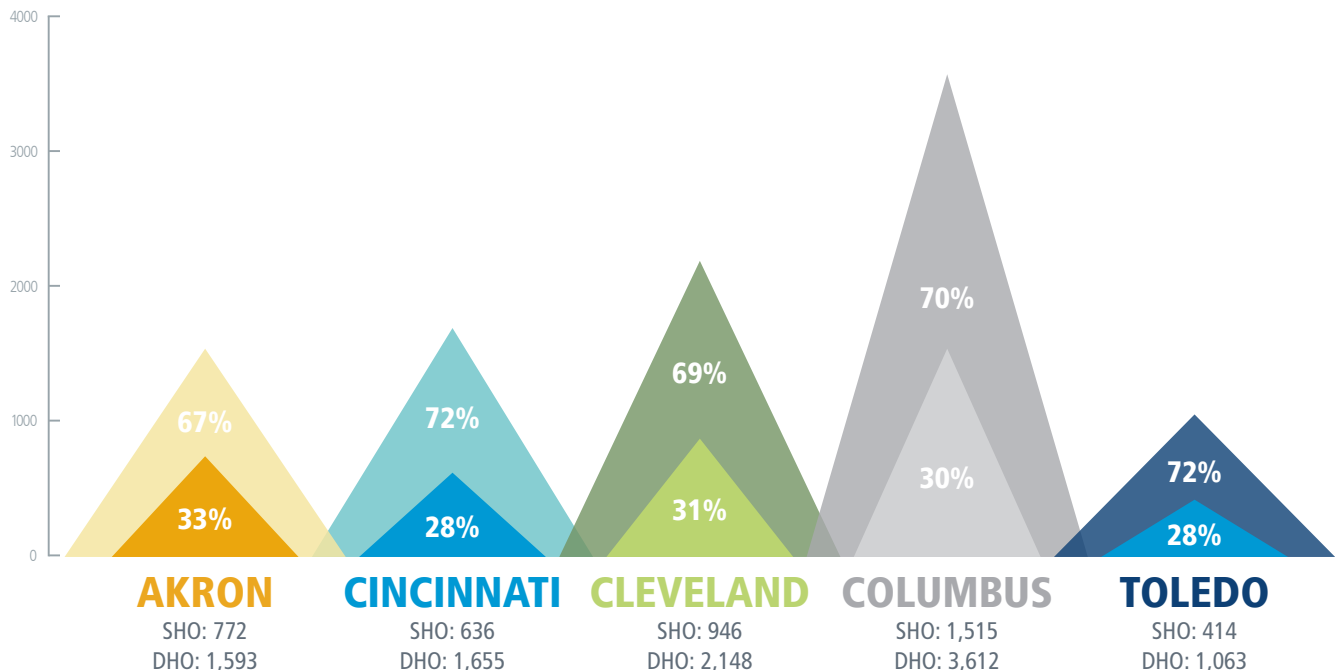
As of December 31, 2024, the IC maintained a pre-hearing inventory level of 10,435 claims at DHO and SHO levels and 2,491 claims in the pre-screening process, accounting for 80% of total aggregate ending inventory. The remainder of the inventory constitutes post-hearing claims awaiting an order or under appeal status.

## IC INVENTORY: DECEMBER 31, 2024



Statewide average monthly DHO and SHO combined inventory was 14,353 claims for CY 2024.

## IC INVENTORY: MONTHLY AVERAGE

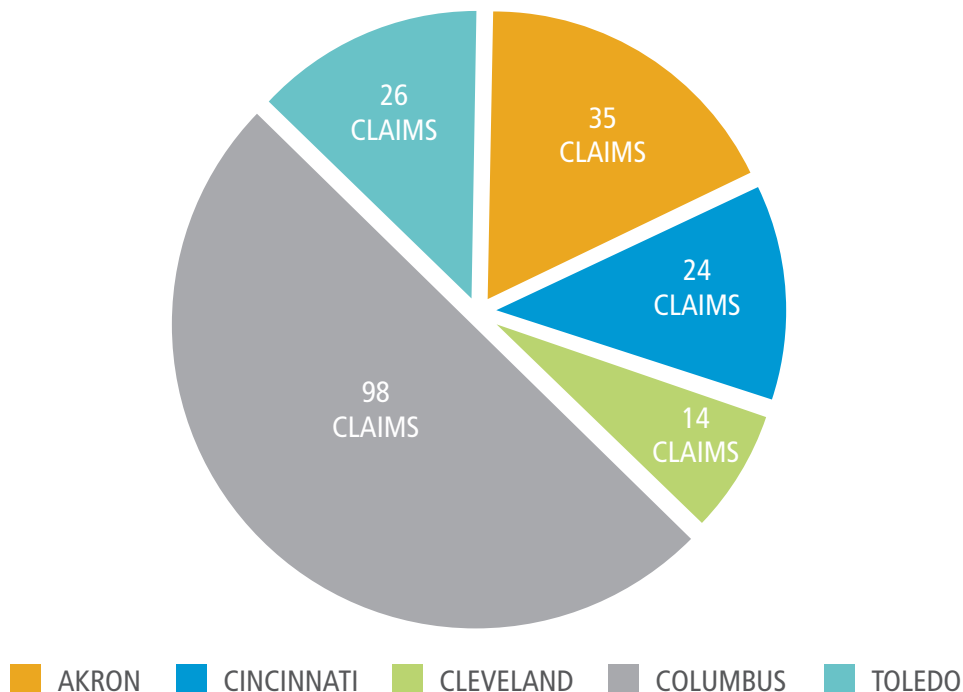


*\*Excludes claims in pre-screening process.*

# MEDICAL EXAM INVENTORY

The volume of claims within the IC medical section as of December 31, 2024 totaled 197, accounting for one percent of aggregate inventory. Most of these claims are in process for PTD related independent medical 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, 2024



# TOTAL ENDING INVENTORY

As of December 31, 2024, statewide aggregate hearing and medical inventory totaled 16,195 claims at DHO and SHO adjudicatory levels. Commission Level Hearings (67), Court Unit (6,916), Attorney Fee applications (21) inventory volumes, and claims under other administrative review processes are not included in DHO or SHO inventory.



# ADJUDICATORY ACTIVITY

70% DHO

30% SHO

<1% COMM/DEPUTY\*

## FORMAL HEARINGS

During CY 2024, the IC held a total of 85,589 hearings at all adjudicatory levels. Formal hearings include hearings at the DHO, SHO, Deputy, and Commission venues.

**DHO LEVEL: 60,096 / 70%**

**SHO LEVEL: 25,398 / 30%**

**COMMISSION/DEPUTY: 95 / <1%\***

## CLAIMS HEARD

### BY RISK TYPE

48% STATE FUND

32% SELF-INSURING

15% PUBLIC COUNTY EMPLOYERS

5% PUBLIC STATE EMPLOYERS\*

### BY DOCKET TYPE

56% ALLOWANCE

25% APPEAL

14% C-92

4% 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 2024, the IC made approximately 144,848 decisions on issues arising from workers' compensation claims.

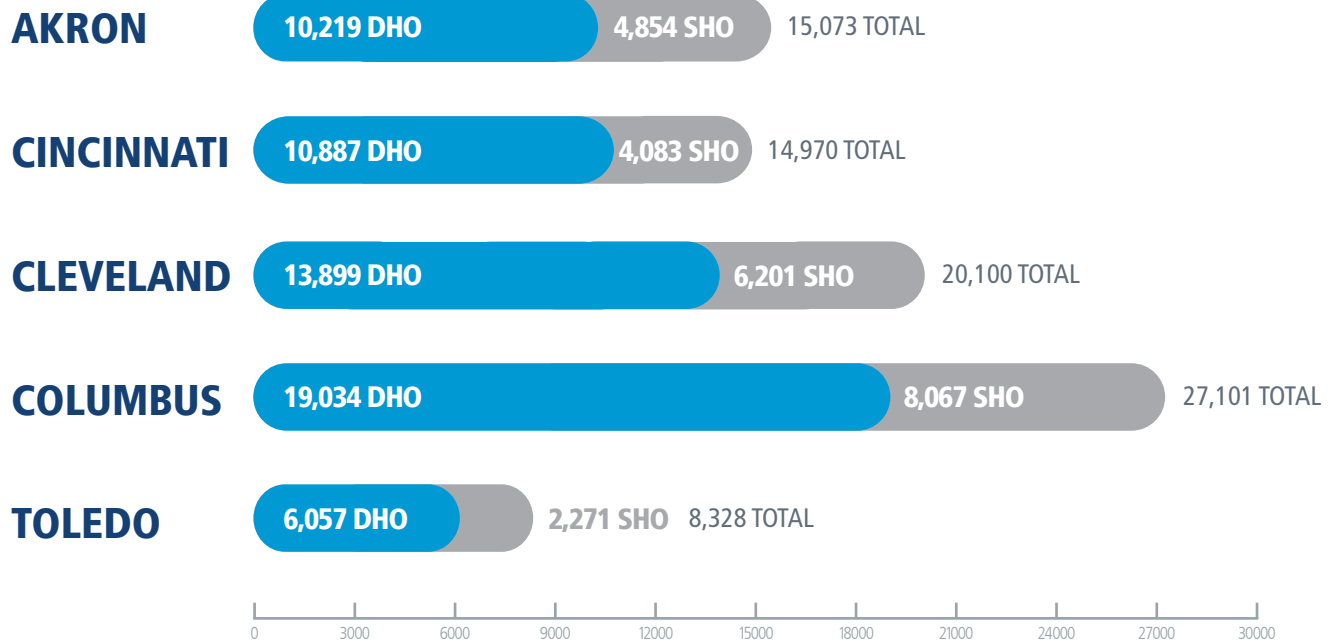
## ADMINISTRATIVE REVIEWS

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 2024, the IC conducted 30,818 administrative reviews.

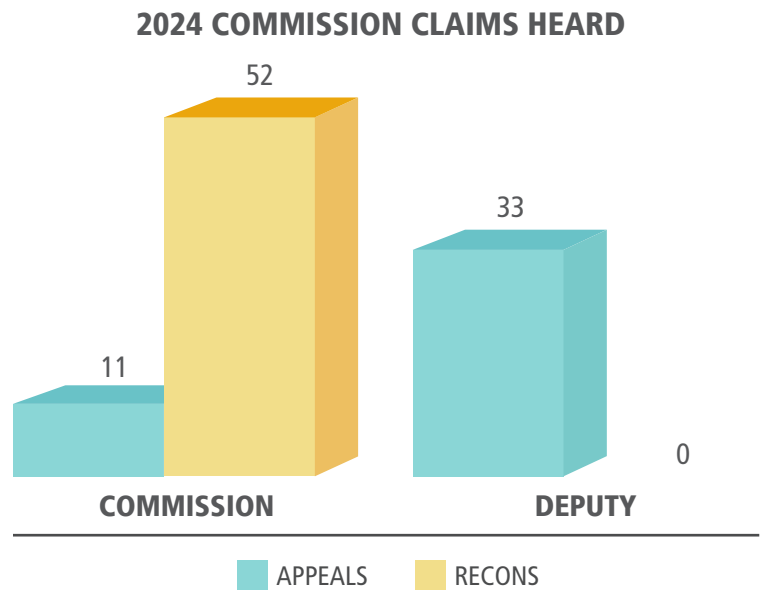
## CLAIMS HEARD

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 2024 at 60,096 claims heard, while the SHO volume is recorded at 25,476 claims heard. Deputy venue hearings totaled 33 in CY 2024, while the Commission venue recorded 63 claims heard. The IC heard a total of 85,668 claims at all adjudicatory levels. Total claims heard may include continuances, referrals, dismissals, or other final determinations made as a result of a hearing.

### 2024 CLAIMS HEARD: DHO AND SHO



DHO and SHO hearings were conducted on 245 days during CY 2024. A combined average of 349 claims were heard per day at the DHO and SHO levels. District Hearing Officers averaged 245 claims heard per day, while Staff Hearing Officers averaged 104 claims heard per day. Commission level hearings were scheduled on 30 days during CY 2024. 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.



## CLAIMS HEARD BY DOCKET TYPE

DHO Allowance claims heard account for 56 percent of the CY 2024 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.

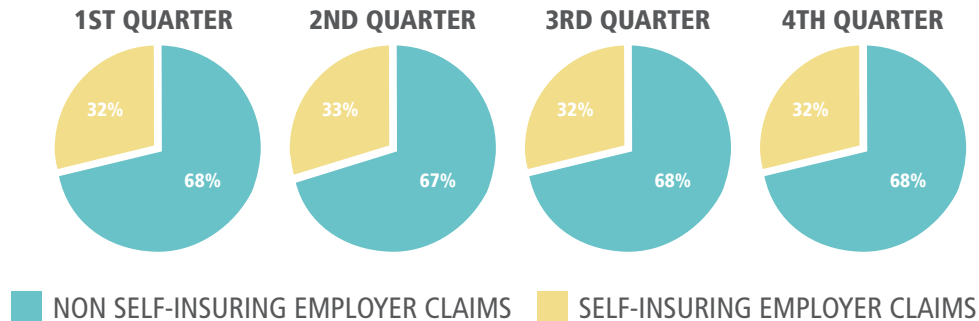
### CLAIMS HEARD BY DOCKET TYPE AT EACH OFFICE

LEVEL	DOCKET TYPE	AKRON	CINCINNATI	CLEVELAND	COLUMBUS	TOLEDO	TOTAL
DHO	ALLOWANCE	8,082	8,699	10,724	15,313	5,028	47,846
	C-92	2,137	2,188	3,175	3,721	1,029	12,250
	DHO TOTAL	10,219	10,887	13,899	19,034	6,057	60,096
SHO	APPEAL	4,090	3,546	5,415	6,791	1,951	21,793
	PTD	68	50	53	141	50	362
	RECON	604	409	615	922	212	2,762
	VSSR	14	21	20	19	7	81
	MISC	78	57	98	194	51	478
	SHO TOTAL	4,854	4,083	6,201	8,067	2,271	25,476
COM	COMMISSION	0	0	0	63	0	63
	DEP	1	1	5	24	2	33
	COM TOTAL	1	1	5	86	2	96
REGIONAL TOTAL		15,074	14,971	20,105	27,187	8,330	85,668

# CLAIMS HEARD BY RISK TYPE

During CY 2024, 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 2024 PERCENTAGE ANALYSIS



## HEARINGS HELD BY EMPLOYER GROUP

LEVEL	DOCKET TYPE	STATE FUND	SELF INSURING	PUB. EMP. (COUNTY)	PUB. EMP. (STATE)	TOTAL
DHO	ALLOWANCE	23,499	16,022	6,412	1,913	47,846
	C-92	5,985	2,987	2,561	717	12,250
	DHO TOTAL	29,484	19,009	8,973	2,630	60,096
SHO	APPEAL	10,160	7,480	2,870	1,283	21,793
	RECON	1,141	920	531	170	2,762
	MISC	263	141	52	22	478
	VSSR	57	18	6		81
	PTD	170	43	47	24	284
	SHO TOTAL	11,791	8,602	3,506	1,499	25,398
COM	COMMISSION	20	30	8	4	62
	DEPUTY	17	11	3	2	33
	COM TOTAL	37	41	11	6	95
EMPLOYER TOTAL		41,312	27,652	12,490	4,135	85,589

A total of 39,387 Injured Workers were served, and hearings were conducted for approximately 15,580 different risks during CY 2024. 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 15 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 144 emergency hearings were scheduled during CY 2024. Emergency hearings are scheduled based on designated docket types per IC rule, circumstantial requests by the respective hearing parties, or other justifiable reasons.

Interpreters were utilized at 1,849 hearings and 21 medical exams during CY 2024.

REGION	INTERPRETER	EMERGENCY
AKRON	125	17
CINCINNATI	331	15
CLEVELAND	477	35
COLUMBUS	846	63
TOLEDO	70	14
STATEWIDE	1,849	144

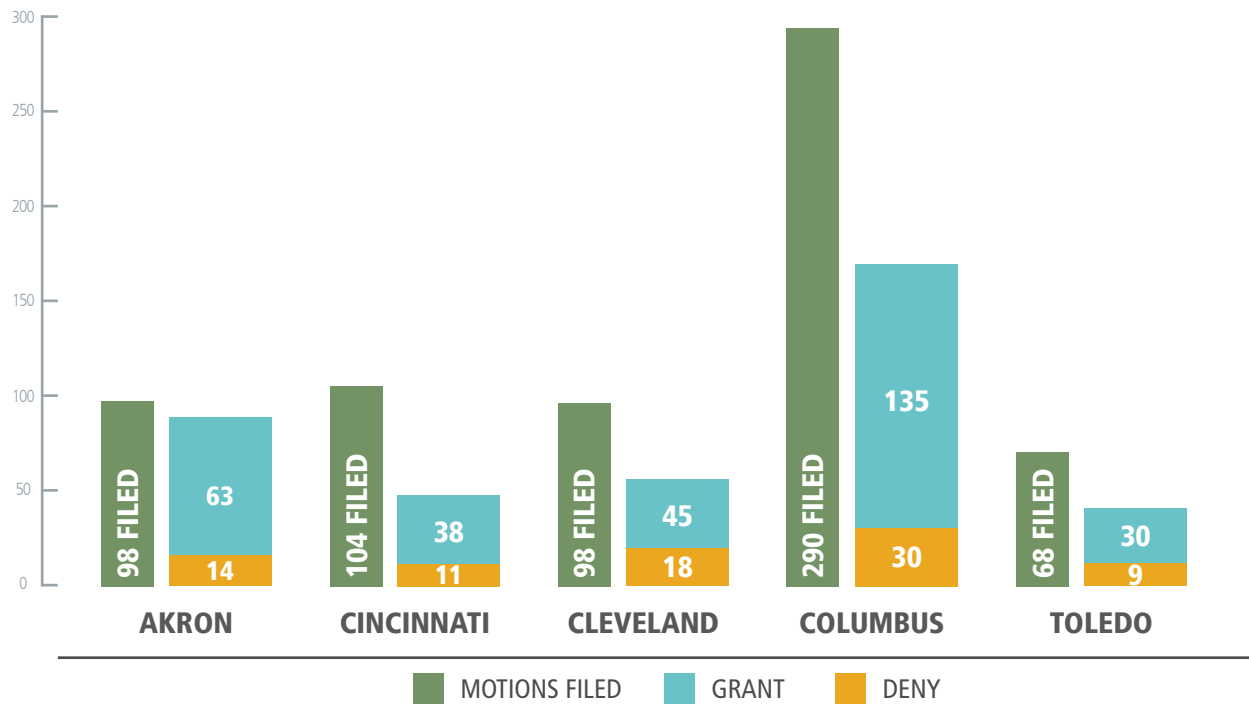
# PERMANENT TOTAL DISABILITY DECISIONS

Permanent Total Disability (PTD) applications captured for CY 2024 totaled 658. Of those PTD applications that were either granted or denied during CY 2024, 79% were rendered PTD grants versus 21% PTD denials.

Regionally, the respective grant/deny ratios were as follows: Akron - 82%, 18%; Cincinnati - 78%, 22%; Cleveland - 71%, 29%; Columbus - 82%, 18%; Toledo - 77%, 23%.

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.

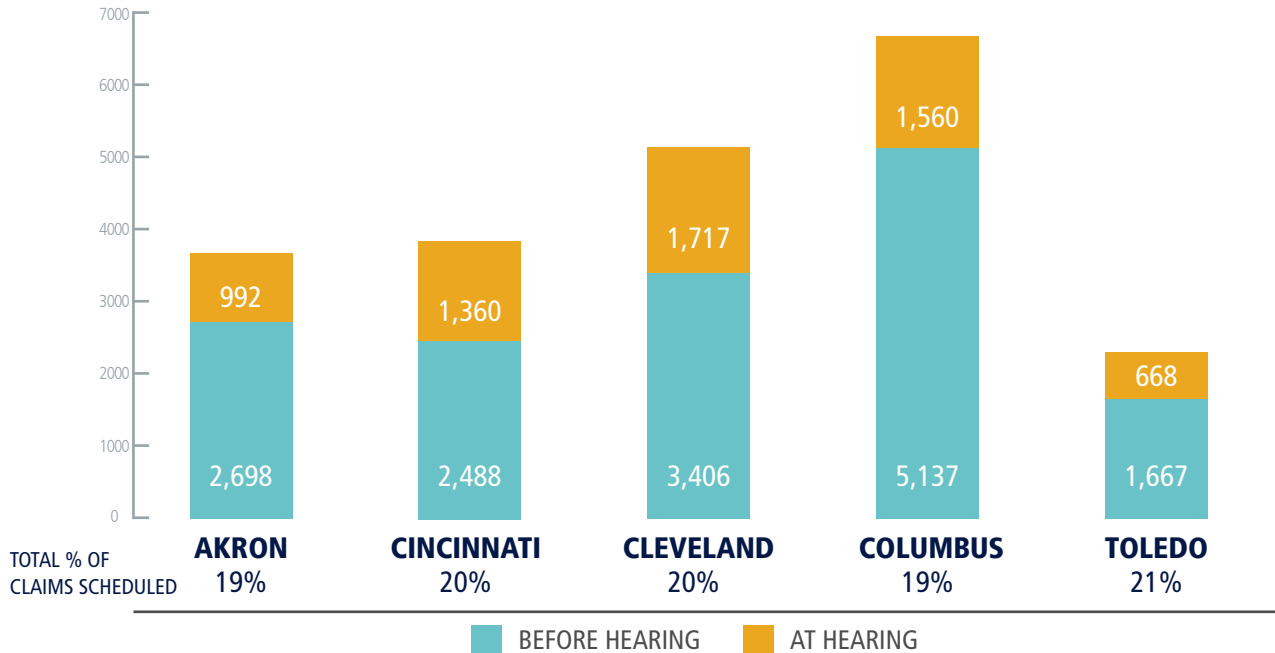
## REGIONAL PTD DECISIONS



# CONTINUANCES

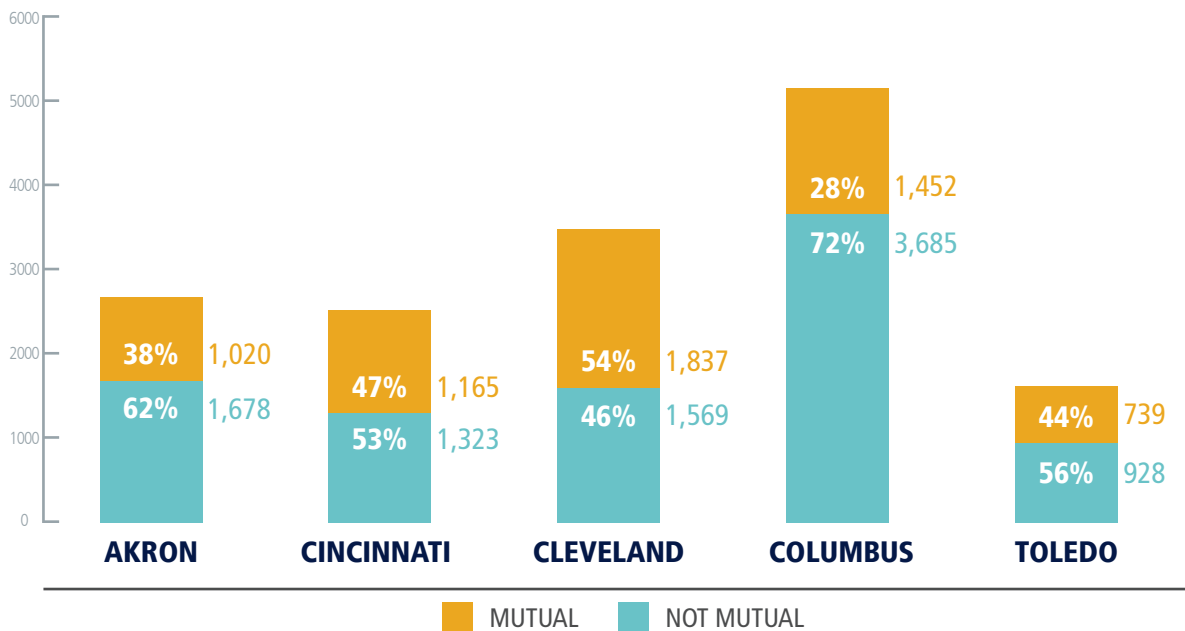
Statewide, the average continuance rates (for all issues) prior to and at hearing are 14 percent and 6 percent of claims scheduled, respectively for CY 2024. Continuances granted prior to hearing for all issues totaled 15,396, while continuances granted at hearing totaled 6,297. The aggregate continuance rate for all issues is 19 percent for CY 2024.

## 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 17,135 continuance requests during CY 2024, they also processed 11,092 requests to cancel scheduled hearings. Additionally, Hearing Administrators made decisions and performed activities in the following categories during CY 2024.

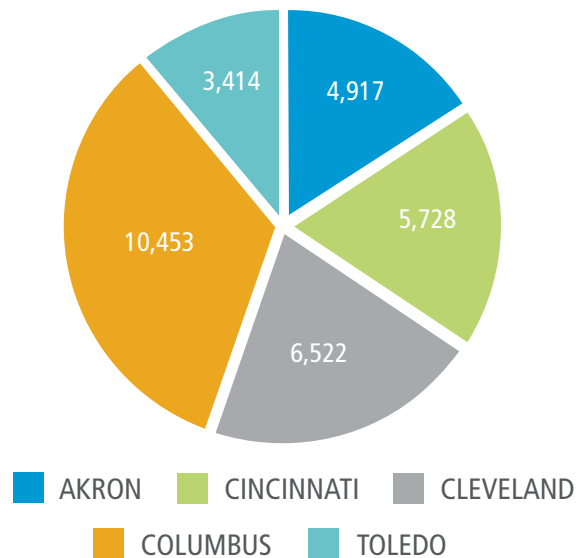
## HEARING ADMINISTRATOR ACTIVITY

TYPE		AKRON	CINCINNATI	CLEVELAND	COLUMBUS	TOLEDO
PTD	LETTERS ISSUED	48	58	52	138	43
	PRE-HEARING	23	32	22	64	10
EMERGENCY HEARINGS	GRANT	17	15	35	63	14
SUBPOENA REQUESTS	GRANT	20	51	5	31	19
	DENY	29	32	22	42	4
INTERROGATORIES & DEPOSITIONS	GRANT	0	0	0	0	0
	HEARING	1	1	0	6	0
SUSPENSION REQUESTS	GRANT	169	263	224	393	169
	DENY	69	95	88	114	35
.522/.52 REQUESTS	GRANT	4	3	5	7	2
	HEARING	44	45	65	105	20
HEARING ADMINISTRATOR TOTALS		424	595	518	963	316

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 31,034 issues during CY 2024. Regional proportions of statewide Hearing Administrator activity during CY 2024 are as follows: Columbus at 34 percent; Cleveland at 21 percent; Cincinnati at 18 percent; Akron at 16 percent; and Toledo at 11 percent.

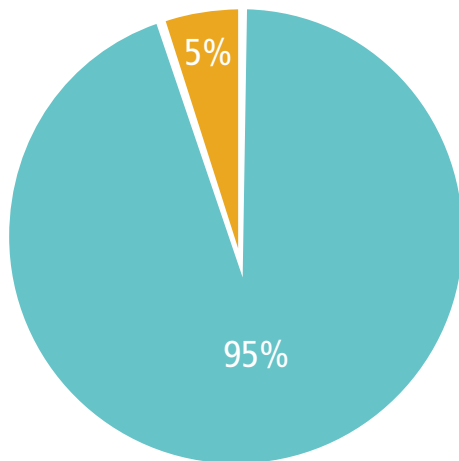
## HEARING ADMINISTRATOR ACTIVITY BY REGION





# MEDICAL ACTIVITY

## MEDICAL EXAMS



**95% OUT OF HOUSE**  
**5% OUT OF STATE**

## 978 EXAMS PERFORMED

Of the 1,227 exams and file reviews scheduled during CY 2024, 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 1,227 specialist exams, including 64 file reviews, were scheduled on behalf of the Industrial Commission during CY 2024. The majority of these exams are related to PTD filings. Scheduling of exams is performed through the Columbus office. The Industrial Commission no longer schedules in-house medical exams.

A total of 978 IC exams and reviews were performed (inclusive of all exams with a status of performed or insufficient report) during CY 2024, 184 fewer exams than CY 2023. Of those exams and reviews, 932 were performed for Injured Workers residing in 281 Ohio municipalities, while the remainder were conducted for Injured Workers residing outside of the state.

## EXAM CANCELLATION RATES

The 1,227 specialist exams and file reviews scheduled during CY 2024 included 249 exams that were rescheduled, canceled, or the injured worker did not show for the exam. The CY 2024 statewide exam cancellation rate (cancel, no show, reschedule) is 20 percent.

### IC SPECIALIST EXAMS

DISTRICT	PERFORMED	INSUFFICIENT REPORT	CANCELED	RESCHEDULED	NO SHOWS	SCHEDULED	CANCELLATION RATE
AKRON	55	0	0	6	0	61	10%
CAMBRIDGE	53	0	4	13	0	70	24%
CINCINNATI	89	0	8	31	0	128	30%
CLEVELAND	153	0	2	23	0	178	14%
COLUMBUS	196	1	5	49	0	250	22%
DAYTON	55	0	9	11	0	75	27%
LIMA	34	0	2	6	0	42	19%
LOGAN	43	0	0	6	0	49	12%
MANSFIELD	37	0	3	11	0	51	27%
PORTSMOUTH	90	0	6	22	0	118	24%
TOLEDO	70	0	2	14	0	86	19%
YOUNGSTOWN	102	0	0	16	0	118	14%
STATEWIDE	977	1	41	208	0	1,227	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: 41 DAYS



COMMISSION APPEAL: 59 DAYS



52 DAYS



## OTHER STATUTORY AND BENCHMARK PROCESSES ARE AS FOLLOWS:

### REFUSAL ORDER: EXPIRATION TO MAILING

IC averaged a 6 out of 14 days allowed.

### PTD: FILING TO MAILING

IC averaged 185 days in 2024.



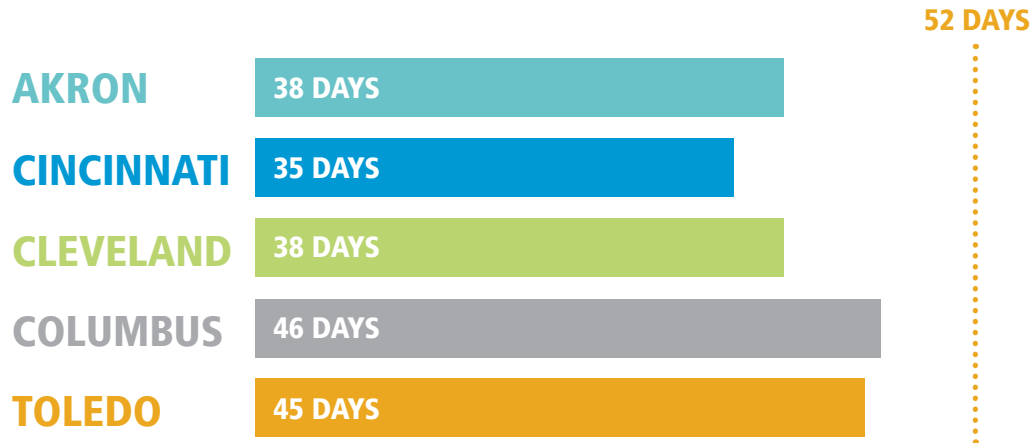
6/14 DAYS



# DISTRICT HEARING OFFICER ALLOWANCE TIME FRAMES

District Hearing Officers heard a total of 47,846 Allowance docket claims during CY 2024. 45,563 records qualified for inclusion in the Allowance docket time study. 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



## 2024 STATEWIDE DHO ALLOWANCE AVERAGES

QUARTER	F-R*	F-H*	H-M*	F-M*
1 <sup>ST</sup>	0	39	3	43
2 <sup>ND</sup>	0	34	3	38
3 <sup>RD</sup>	0	38	3	42
4 <sup>TH</sup>	0	41	3	44
AVERAGE	0	38	3	42

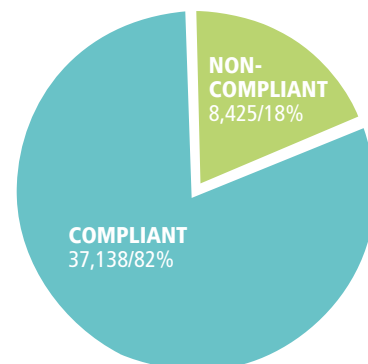
\*F-R statute = 7 days; F-H statute = 45 days; H-M statute = 7 days.

## 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 2024 Allowance docket claims heard, 8,425 (18%) were beyond the statutory 45-day Filing to Hearing Date time frame. The rate of non-compliance is a regression of six points from CY 2023.

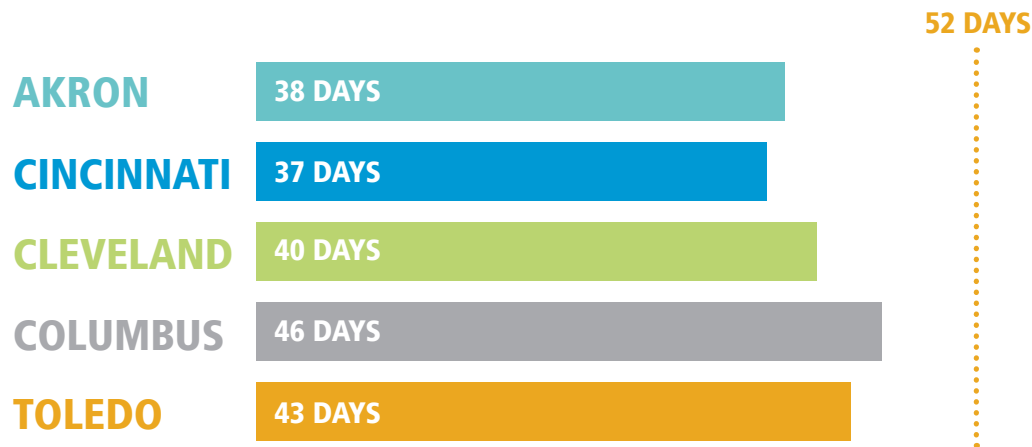
## DHO ALLOWANCE FILING TO HEARING 45,563 QUALIFYING RECORDS



# STAFF HEARING OFFICER APPEAL TIME FRAMES

Staff hearing officers heard a total of 21,793 Appeal docket claims during CY 2024. 20,513 records qualified for inclusion in the Appeal docket time study.

## SHO APPEAL: FILING TO MAILING



## 2024 STATEWIDE SHO APPEAL AVERAGES

QUARTER	F-H*	H-M*	F-M
1 <sup>ST</sup>	37	3	42
2 <sup>ND</sup>	38	3	42
3 <sup>RD</sup>	35	3	39
4 <sup>TH</sup>	37	3	42
AVERAGE	37	3	41

\*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 2024, the combined venue average for the statutory 45-day period. Filing to Hearing of an appeal is compliant at 39 days. This is unchanged from the CY 2023 average.

## 2024 COMMISSION ACTIVITY



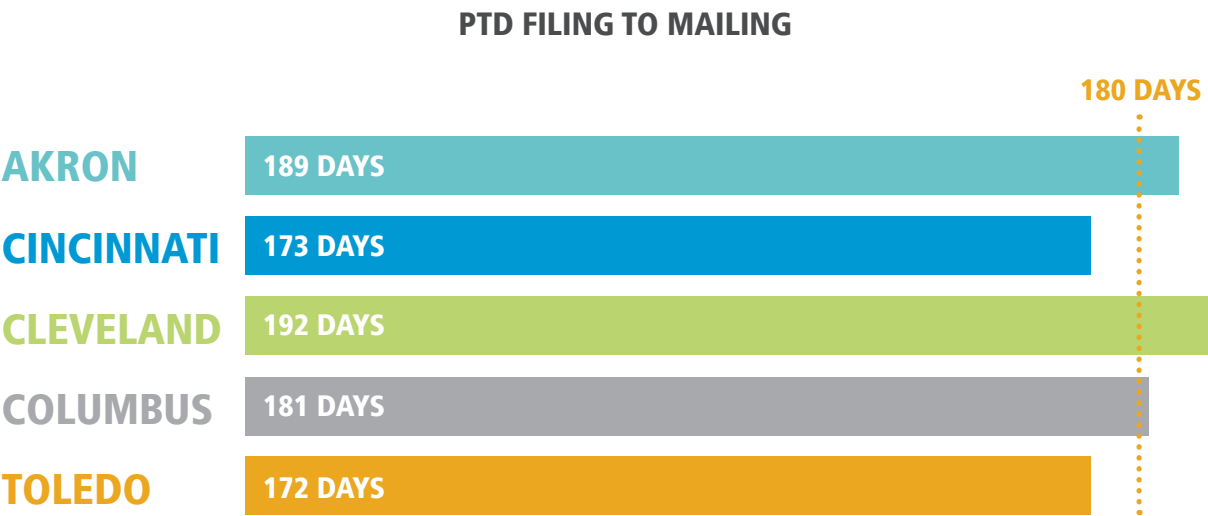
The combined venue average for the statutory 7-day period Hearing to Mailing of an appeal is 20 days. This is a four-day improvement from the 24-day average during CY 2023.

The combined venue average for the Filing to Mailing time frame is 59 days, an improvement of three days from CY 2023.

# PERMANENT TOTAL DISABILITY TIME FRAMES

A total of 362 PTD claims were heard during CY 2024. PTD claims qualifying for inclusion in the time studies equaled 248 (69%). 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 2024, PTD applications were adjudicated within an average of 185 days from the application filing date, a 19-day improvement from CY 2023. 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 2024.





# STATISTICAL OVERVIEW

## INVENTORY

	2023	2024
BWC New Claims Filed	99,750	99,486
IC Motions/Appeals Filed (first level)	89,289	89,514

## HEARING ACTIVITY

Claims Heard	87,408	85,668
DHO Venue	61,189	60,096
SHO Venue	26,147	25,476
COM Venue	72	96
Claims Heard Per Day (DHO/SHO)	355	349
DHO Heard Per Day	249	245
SHO Heard Per Day	106	104
Continuances: Prior to Hearing	15,170	15,396
Continuances: At Hearing	6,227	6,297

## MEDICAL ACTIVITY

Specialist Examinations Performed	1,162	978
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## ADMINISTRATIVE PERFORMANCE

DHO Allowance Timeframes (F-M)	42 days	42 days
Non-Compliant DHO Claims	4,651	8,425
SHO Appeal Timeframes (F-M)	39 days	41 days
Commission Appeal Timeframes (F-M)	62 days	59 days
Refusal Orders	5 days	6 days

# DISTRIBUTION LIST

## COMMISSION ADMINISTRATION

Jim Hughes	<i>Chairman, Industrial Commission</i>
Cheri L. Hottinger	<i>Member, Industrial Commission</i>
Daniel J. Massey	<i>Member, Industrial Commission</i>
James Burkart	<i>Executive Director</i>
Steven Kramer	<i>Director, Adjudicatory Services</i>
Gary Allen	<i>Chief of Operations/Director, Security Services</i>
Amanda Brown	<i>Chief Legal Counsel</i>
Rupinder Singh	<i>Hearing Officer Trainer</i>

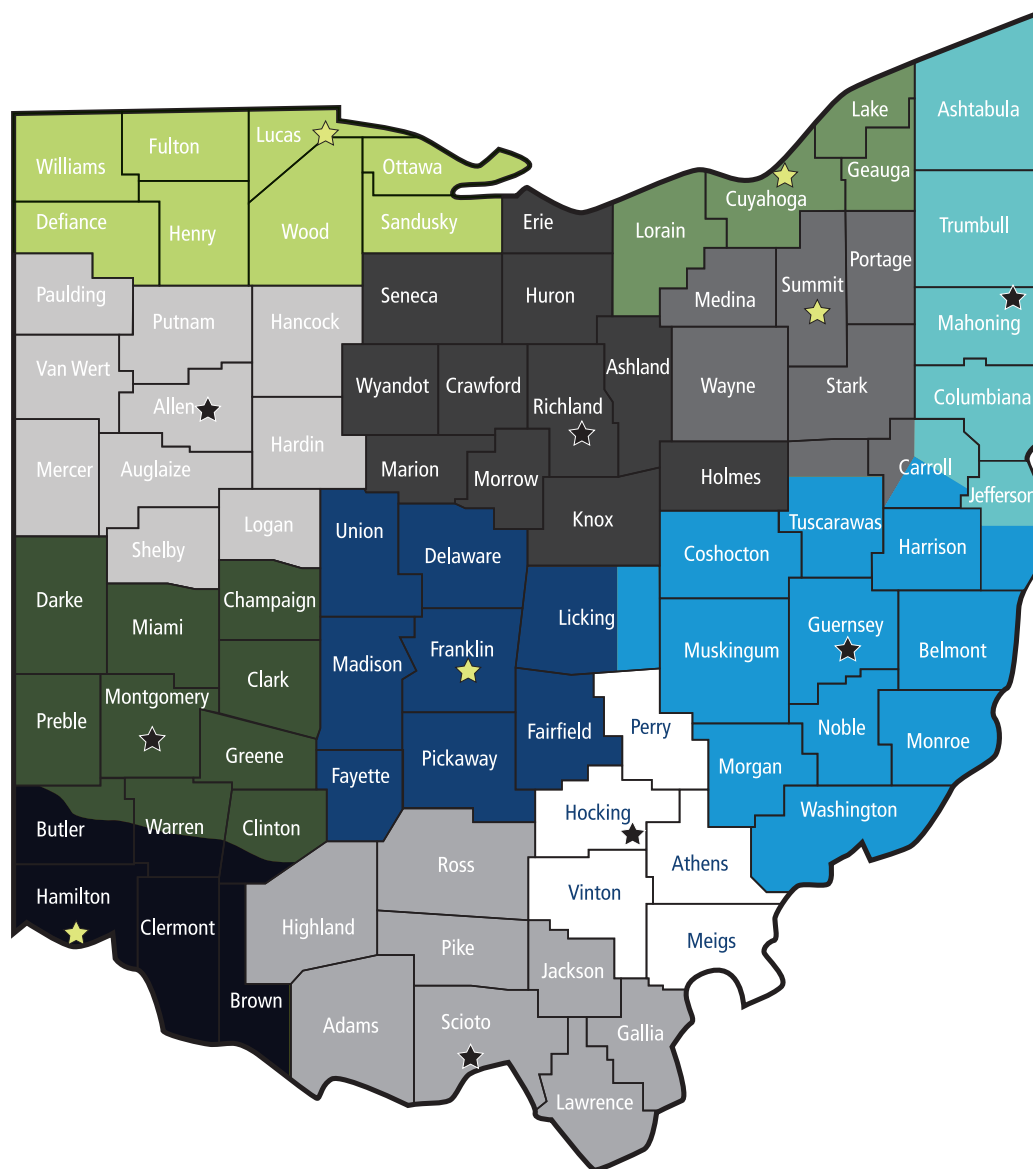
## NON-ADJUDICATORY OPERATIONS

Amadou Diallo	<i>Director, Fiscal Management</i>
Doreena Colasurd	<i>Director, Human Resources</i>
Edward Carr	<i>Director, Information Technology</i>
Jason Gloyd	<i>Director, Operations Support</i>
Trent Champlin	<i>Director, Legislative Affairs</i>
Brian Griffith	<i>Director, Communications</i>

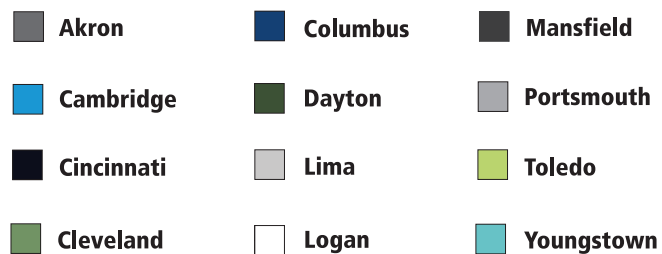
## ADJUDICATORY SERVICES

Vacant	<i>Manager, Commission Level Hearings</i>
Yisroel Goldstein	<i>Manager, Akron Region</i>
Carma Callender	<i>Manager, Cincinnati Region</i>
Kelly Drushel	<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



### Offices Servicing Each County



★ IC District Office Location      ☆ IC Regional Office Location



**Jim Hughes**, Chairman  
**Cheri L. Hottinger**, Member  
**Daniel J. Massey**, Member