

**Presentation to the Annual  
General Meeting**

**2004 / 2005**



**Presentation to the Annual General Meeting**

For the Fiscal Year 2004 - 2005

**Table of Contents**

Welcome from the Chief Appeals Commissioner .....2

Excerpts from Human Resources and Employment Ministry Annual Report 2004/2005.....3

*Summary of Key Activities* ..... 3

*Integrated Results Analysis for Core Business:*..... 5

*Detailed Program Results Analysis and Discussion* ..... 7

*Financial Statements* ..... 12

Auditor General's Report.....14

Additional Operating Information.....15

## Welcome from the Chief Appeals Commissioner



The Appeals Commission for Alberta Workers' Compensation is a quasi-judicial body that is separate from and independent of the Workers' Compensation Board. Established in the Workers' Compensation Act in 1988, the Appeals Commission considers appeals from the decisions made by the Decision Review Body of the Workers' Compensation Board.

This is the 3<sup>rd</sup> Annual General Meeting of the Appeals Commission. This annual general meeting, as required by legislation, is an opportunity for me to report on the performance of the Commission. My report is an excerpt of the Appeals Commission Annual Report from the Human Resources and Employment Ministry Annual Report 2004/2005. In addition to these excerpts I will also provide some additional operations information that may be of interest to you.

Also, as required by legislation, I will report the information relating to the Appeals Commission from the most recent annual report of the Auditor General of Alberta.

# Excerpts from Human Resources and Employment Ministry Annual Report 2004/2005

For a copy of the 2004/05 Human Resources and Employment Annual Report, please call (780) 427-5585, toll-free by first dialing 310-000, or access the report online at <http://www.gov.ab.ca/hre/> in the 'Publications' section.

The Appeals Commission is a quasi-judicial body that is the final level of appeal from decisions of the Workers' Compensation Board. It operates at arm's length from the Workers' Compensation Board and the government.

## Summary of Key Activities

While continuing the key activity of hearing initial appeals, many with multiple issues of appeal, the Appeals Commission continued to receive applications for reconsideration, requests for extension to the one-year time limit, investigations under the Office of the Ombudsman and inquiries from the Office of the Information and Privacy Commissioner.

## **INTEGRATED RESULTS ANALYSIS**

- Integrated Results Analysis
- Results Analysis and Discussion

# Integrated Results Analysis for Core Business:

## PROVIDING APPEAL SERVICES FOR WORKERS' COMPENSATION MATTERS

### Goal 11: Provide a timely appeal service

Section Reference: *See Results Analysis and Discussion – Goal 11 Section: Page 98*

PERFORMANCE MEASURES		Target	Results	Variance
11.a	Average number of days from appeal to decision issued.	134	243	(109)
11.b	Average number of days from hearing to decision issued.	30	30	0
11.c	Percentage of initial appeals processed within 125 days.	60%	15%	(45%)
11.d	Percentage of initial decisions issued within 30 days of hearing.	80%	68%	(12%)

### Goal 12: Provide fair and independent decisions on appeals

Section Reference: *See Results Analysis and Discussion – Goal 12 Section: Page 99*

PERFORMANCE MEASURES		Target	Results	Variance
12.a	Number of decisions sent back by the Courts for the Appeals Commission to rehear.	1	0	1
12.b	Number of decisions sent back by the Ombudsman to the Appeals Commission with recommendations to correct procedural efficiencies or rehear.	2	0	2
12.c	Number of times the Appeals Commission reconsidered its own decision (“own motion”).	3	6	(3)
12.d	Number of decisions clarified by the Appeals Commission at the request of a party.	6	9	(3)

### Goal 13: Provide accessible and transparent appeal services

Section Reference: *See Results Analysis and Discussion – Goal 13 Section: Page 101*

PERFORMANCE MEASURES		Target	Results	Variance
13.a	Satisfaction with accessibility of information and services.	To be determined		
13.b	Satisfaction with transparency of procedures and policies used.	To be determined		
13.c	Satisfaction with expertise, skills, knowledge and competencies.	To be determined		
13.d	Satisfaction with courtesy and respect perceived when dealing with the Commission.	To be determined		

FINANCIAL RESOURCES			Section Reference
(Total Gross Expenditures, \$000's)	Planned Spending	6,937	<i>See Supplemental Ministry Information Section</i>
	Actual Spending	6,912	
	Variance	25	

## **INTEGRATED RESULTS ANALYSIS**

The performance measure targets were projected based on a five-year average workload. Staffing resources remained the same as in 2003-2004 because it was thought that the increase in the number of appeals received was a one-time influx. The substantial increase now appears to be a new sustained level of intake and the Commission only reached the resource levels to address the increased workload close to the end of the 2004-05 fiscal year. As a result, the backlog created over the two-year period has resulted in extended time lines.

# Detailed Program Results Analysis and Discussion

## Goals, strategies, measures and desired results

### Goal 11:

### To provide a timely appeal service

#### What it means

Appeals need to be decided within appropriate time limits. The Appeals Commission for Alberta Workers' Compensation strives to improve its appeal process and the timeliness of decisions.

**STRATEGY 11.1**  
Ensure prehearing appeal readiness.

A significant number of persons are not ready to proceed when they file their appeal. The Appeals Commission continues to work with parties to explore their readiness to proceed by clarifying issues, explaining legislative and policy requirements and ensuring all relevant information is presented at the preparation phase (avoiding possible future delays at the hearing stage).

**STRATEGY 11.2**  
Provide and encourage alternate resolution mechanisms.

After evaluating alternate resolution mechanisms, it was determined that formalized programs were not appropriate at the final level of appeal.

**PERFORMANCE MEASURE 11.a**  
Average number of days from appeal to decision issued

	2003-04	2004-05	Target
Average number of days	202	243	134

**Source/Methodology:** The Appeals Commission Appeals Management System (AMS) tracks all data relating to each appeal. AMS generates a report that calculates the average number of days from the date an appeal is first entered into the system until the panel issues the final decision.

**PERFORMANCE MEASURE 11.b**  
Average number of days from hearing to decision issued

	2003-04	2004-05	Target
Average number of days	28	30	30

**Source/Methodology:** The Appeals Commission Appeals Management System (AMS) tracks all data relating to each appeal. AMS generates a report that calculates the average number of days from the date of hearing until the panel issues the final decision.

**PERFORMANCE MEASURE 11.c**  
Percent of initial appeals processed within 125 days

	2003-04	2004-05	Target
Percent of initial appeals	23%	15%	60%

**Source/Methodology:** The Appeals Commission Appeals Management System (AMS) tracks all data relating to each appeal. AMS generates a report that calculates the average number of days since an appeal is first entered into the system until the Appeal is concluded. Those appeals that are processed within 125 days or less are calculated as a percentage of the total number of appeals concluded within the reporting period.

**PERFORMANCE MEASURE 11.d**  
Percent of initial decisions issued within 30 days of hearing

	2003-04	2004-05	Target
Percent of initial decisions	72%	68%	80%

**Source/Methodology:** The Appeals Commission Appeals Management System (AMS) tracks all data relating to each appeal. AMS generates a report that calculates the average number of days from the date of the hearing until the appeal is concluded. Those appeals that are processed within 30 days or less of the hearing are calculated as a percentage of the total number of appeals concluded within the reporting period.

**ANALYSIS OF PERFORMANCE MEASURE**

The performance measure targets were projected based on a five-year average workload. Staffing resources remained the same as in 2003-2004 because it was thought that the increase in the number of appeals received in that year was a one-time influx. The substantial increase now appears to be a new sustained level of intake and the Commission only reached the resource levels to address the increased workload close to the end of the 2004-05 fiscal year. As a result, the backlog created over the two-year period has resulted in extended time lines.

Note to reader: The goals and performance measures have been changed in the Ministry of Human Resources and Employment business plan for future years in order to reflect implications of increased appeal workloads.

**Goal 12:**

**Provide fair and independent decisions on appeals.**

**What it means**

Independence of process and procedure and quality and consistency of decisions are important indicators of the effectiveness of appeal processes. The consistent application of legislation and policy by the Appeals Commission for Alberta Workers' Compensation will ensure greater fairness is achieved and will increase the number of decisions upheld on review.

**STRATEGY 12.1**  
Build the competency base of the Appeals Commission through training and effective recruitment.

The Appeals Commission continues to recruit new appeals commissioners through advertising positions and completing a comprehensive interview process involving our stakeholders. Hearing Chairs and Commissioners will continue to be provided comprehensive training in decision-making, decision-writing and administrative justice.

**PERFORMANCE MEASURE 12.a**  
Number of decisions sent back by the Courts for the Appeals Commission to rehear

	2003-04	2004-05	Target
Number of decisions	0	0	1

**Source/Methodology:** The Appeals Commission Appeals Management System (AMS) tracks all data relating to each appeal. AMS generates a report that calculates the number of decisions sent back by the Courts. In 2002 the *Workers' Compensation Act* was amended to include a statutory right of appeal (s.13.4) on questions of law or jurisdiction.

**PERFORMANCE MEASURE 12.b**

Number of decisions sent back by the Ombudsman to the Appeals Commission with recommendations to correct procedural efficiencies or rehear

	2003-04	2004-05	Target
Number of decisions	3	0	2

**Source/Methodology:** The Appeals Commission Appeals Management System (AMS) tracks all data relating to each appeal. AMS generates a report that calculates the number of decisions sent back by the Ombudsman to the Appeals Commission with recommendations to correct procedural deficiencies or to rehear. An individual who feels they have been treated unfairly by the Appeals Commission, can, by written complaint, request the Ombudsman to investigate actions, decisions, practices and procedures.

**PERFORMANCE MEASURE 12.c**

Number of times the Appeals Commission reconsiders its own decision (“own motion”)

	2004-05	Target
Number of decisions	6	3

The Appeals Commission Appeals Management System (AMS) tracks all data relating to each appeal. AMS generates a report that calculates the number of times the Appeals Commission reconsiders its own decision. In 2003-04, this report produced the total number of applications reconsidered. In 2004-05, this report produced the total number of claims reconsidered since each claim causes a separate reconsideration process even though the claim may be under the same application number as another claim. This change in methodology results in the 2003-04 measure not being comparable to 2004-05. Under section 13.1(7) of the *Workers Compensation Act* the Appeals Commission, at its discretion on the application of a person with a direct interest, or on its own motion, may reconsider any matter that it has dealt with.

**PERFORMANCE MEASURE 12.d**

Number of decisions clarified by the Appeals Commission at the request of a party

	2003-04	2004-05	Target
Number of decisions	5	9	6

**Source/Methodology:** The Appeals Commission Appeals Management System (AMS) tracks all data relating to each appeal. AMS generates a report that calculates the number of decisions clarified by the Appeals Commission at the request of a party. Under section 13.2(7) of the *Workers’ Compensation Act*, at the request of an affected person or the Board, the Appeals Commission may clarify any direction given in respect of a decision.

**ANALYSIS OF PERFORMANCE MEASURE**

The legislative changes to the *Workers’ Compensation Act* which allow for direct appeals to the Courts continue to impact the number of decisions that the Appeals Commission reconsiders on its “own motion” and the number of decisions clarified.

Note to reader: The goals and performance measures have been changed in the Ministry of Human Resources and Employment business plan for future years in order to reflect implications of increased appeal workloads.

## Goal 13:

### Provide accessible and transparent appeal services

#### What it means

Appeals services should be based on the values of respect, excellence, fairness and co-operation. The Appeals Commission for Alberta Workers' Compensation will continue to develop the expertise and knowledge base of the Commission as well as develop and implement services and processes that satisfy the needs of stakeholders.

#### **STRATEGY 13.1**

Provide opportunities for stakeholders' input into the quality and effectiveness of Appeals Commission processes and services.

The Appeals Commission held an Annual General Meeting where stakeholders were provided with a summary of activities for the year and allowed an opportunity for input as to the quality and effectiveness of the Commission's processes and services. The Commission continues to develop the validity and accuracy of a survey instrument.

#### **PERFORMANCE MEASURE 13.a**

Satisfaction with accessibility of information and services  
*(Under development)*

The Appeals Commission is in the process of reviewing and re-defining parameters for a survey instrument.

#### **ANALYSIS OF PERFORMANCE MEASURE**

Not applicable for 2004/05.

#### **PERFORMANCE MEASURE 13.b**

Satisfaction with transparency of procedures and policies used  
*(Under development)*

The Appeals Commission is in the process of reviewing and re-defining parameters for a survey instrument.

#### **ANALYSIS OF PERFORMANCE MEASURE**

Not applicable for 2004/05.

#### **PERFORMANCE MEASURE 13.c**

Satisfaction with expertise, skills, knowledge and competencies  
*(Under development)*

The Appeals Commission is in the process of reviewing and re-defining parameters for a survey instrument.

#### **ANALYSIS OF PERFORMANCE MEASURE**

Not applicable for 2004/05.

#### **PERFORMANCE MEASURE 13.d**

Satisfaction with courtesy and respect perceived when dealing with the Commission  
*(Under development)*

The Appeals Commission is in the process of reviewing and re-defining parameters for a survey instrument.

#### **ANALYSIS OF PERFORMANCE MEASURE**

Not applicable for 2004/05.

Note to reader: The goals and performance measures have been changed in the Ministry of Human Resources and Employment business plan for future years in order to reflect implications of increased appeal workloads.

## Future Challenges

The Appeals Commission has a continuing objective to reduce the time to process an appeal. The challenge is to achieve this within a system that has ever-increasing complexity of issues and processes and while maintaining an uncompromised fairness of process and adherence to the principles of administrative justice.

An additional challenge is to provide priority to initial appeals while addressing the continuing workload in such areas as reconsideration requests, one-year appeal deadline extensions, appeals to the Court, Freedom of Information requests, Ombudsman inquiries, etc.

Balancing the demands of all appeal-related activities with the demands to continue enhancing the competencies of the Commission through ongoing training activities and recruitment initiatives presents a continuing challenge.

Finding methods and resources to provide information to stakeholders to allow them to more effectively access and use the appeal system will be a further continuing challenge.

# Financial Statements

## MINISTRY OF HUMAN RESOURCES AND EMPLOYMENT SCHEDULE TO FINANCIAL STATEMENTS

Schedule 5

### Comparison of Expenses - Directly Incurred and Capital Investments by Element to Authorized Budget

For the year ended March 31, 2005

(in thousands)					
Voted Expenses and Capital Investments	2004-2005 Estimate	Authorized Supplementary (a) (b)	2004-2005 Authorized Budget	2004-2005 Actual (c)	Unexpended (Over Expended)
Program 1 - Ministry Support Services					
1.0.1 Minister's Office	\$ 382	\$ -	\$ 382	\$ 380	\$ 2
1.0.2 Deputy Minister's Office	506	-	506	375	131
1.0.3 Strategic Services	5,362	-	5,362	5,320	42
1.0.4 Delivery Services	2,460	-	2,460	2,606	(146)
1.0.5 Corporate Services Office	320	-	320	316	4
1.0.6 Information Technology Management					
Operating Expense	6,110	-	6,110	6,080	30
Capital Investment	578	-	578	523	55
1.0.7 Human Resource Services	4,520	-	4,520	4,423	97
1.0.8 Finance Services	4,413	-	4,413	4,103	310
1.0.9 Freedom of Information and Privacy	532	-	532	658	(126)
1.0.10 Communications	705	-	705	620	85
	<u>25,888</u>	<u>-</u>	<u>25,888</u>	<u>25,404</u>	<u>484</u>
Program 2 - People Investments					
2.1.1 Program Support					
Operating Expense	29,954	-	29,954	30,447	(493)
Capital Investment	1,035	-	1,035	791	244
2.2.1 Program Delivery	39,396	-	39,396	39,725	(329)
2.2.2 People Expected to Work	118,952	-	118,952	118,322	630
2.2.3 People Not Expected to Work	76,613	11,791	88,404	97,594	(9,190)
2.2.4 People Working - Supplement to Earnings	31,206	-	31,206	29,937	1,269
2.2.5 Widows' Pension	6,800	-	6,800	6,553	247
2.3.1 Program Delivery - Health Benefit	2,517	-	2,517	2,556	(39)
2.3.2 Alberta Child Health Benefit	23,027	-	23,027	22,228	799
2.3.3 Alberta Adult Health Benefit	4,246	-	4,246	7,048	(2,802)
2.3.4 People Expected to Work - Health Benefit	22,127	-	22,127	21,264	863
2.3.5 People Not Expected to Work - Health Benefit	26,957	3,134	30,091	35,965	(5,874)
2.3.6 People Working - Supplement to Earnings	4,758	-	4,758	4,850	(92)
2.4.1 Child Support Services	3,991	-	3,991	4,042	(51)
	<u>391,579</u>	<u>14,925</u>	<u>406,504</u>	<u>421,322</u>	<u>(14,818)</u>
Program 3 - Skills Investments					
3.1.1 Program Support					
Operating Expense	32,880	-	32,880	35,324	(2,444)
Capital Investment	1,985	-	1,985	1,271	714
3.2.1 Career Development Services	35,559	-	35,559	36,666	(1,107)
3.2.2 Youth Connections	4,767	-	4,767	5,908	(1,141)
3.3.1 Living Allowance for Learners	81,898	-	81,898	76,725	5,173
3.4.1 Basic Skills and Academic Upgrading	34,660	-	34,660	32,850	1,810
3.5.1 Job Skills Training	63,397	-	63,397	53,331	10,066
3.5.2 Self Employment Training	5,612	-	5,612	4,579	1,033
3.5.3 Disability Related Employment Supports	8,438	2,800	11,238	9,507	1,731
3.5.4 Summer Temporary Employment Program	8,195	-	8,195	7,568	627
3.5.5 Immigrant Support Services	3,600	-	3,600	3,136	464
3.6.1 Labour Market Partnerships	3,258	-	3,258	2,665	593
	<u>284,249</u>	<u>2,800</u>	<u>287,049</u>	<u>269,530</u>	<u>17,519</u>

**MINISTRY OF HUMAN RESOURCES AND EMPLOYMENT  
SCHEDULE TO FINANCIAL STATEMENTS**

**Schedule 5  
(continued)**

**Comparison of Expenses - Directly Incurred and Capital Investments  
by Element to Authorized Budget**

For the year ended March 31, 2005

(in thousands)

	<b>2004-2005 Estimate</b>	<b>Authorized Supplementary (a) (b)</b>	<b>2004-2005 Authorized Budget</b>	<b>2004-2005 Actual (c)</b>	<b>Unexpended (Over Expended)</b>
<b>Program 4 - Workplace Investments</b>					
4.1.1 Program Support	1,390	-	1,390	1,558	(168)
4.2.1 Mediation	765	-	765	711	54
4.2.2 Labour Relations Policy and Facilitation	856	-	856	635	221
4.2.3 Professions and Occupations	631	-	631	583	48
4.3.1 Legislation, Policy and Technical Support	4,112	910	5,022	4,985	37
4.3.2 Partnerships	944	250	1,194	1,103	91
4.3.3 Regional Services	8,614	1,340	9,954	9,374	580
4.4.1 Legislation, Policy and Technical Support	648	-	648	610	38
4.4.2 Regional Services	4,639	-	4,639	4,818	(179)
	<u>22,599</u>	<u>2,500</u>	<u>25,099</u>	<u>24,377</u>	<u>722</u>
<b>Program 5 - Labour Relations and Adjudication</b>					
5.0.1 Labour Relations Board	2,846	-	2,846	2,797	49
	<u>2,846</u>	<u>-</u>	<u>2,846</u>	<u>2,797</u>	<u>49</u>
<b>Program 6 - Personnel Administration Office</b>					
6.1.1 Public Service Commissioner's Office	510	-	510	465	45
6.1.2 Corporate Human Resource Services	5,917	-	5,917	5,628	289
6.1.3 Information Management Services	1,532	-	1,532	1,823	(291)
6.2.1 Research and Development	750	-	750	694	56
	<u>8,709</u>	<u>-</u>	<u>8,709</u>	<u>8,610</u>	<u>99</u>
<b>Program 7 - Workers' Compensation Appeals</b>					
7.0.1 Appeals Commission for Alberta Workers' Compensation	6,937	-	6,937	6,912	25
	<u>6,937</u>	<u>-</u>	<u>6,937</u>	<u>6,912</u>	<u>25</u>
<b>Program 8 - Salary Contingency</b>					
8.0.1 Salary Contingency	-	16,886	16,886	-	16,886
	<u>-</u>	<u>16,886</u>	<u>16,886</u>	<u>-</u>	<u>16,886</u>
<b>Total Voted Expenses and Capital Investments</b>	<u>\$ 742,807</u>	<u>\$ 37,111</u>	<u>\$ 779,918</u>	<u>\$ 758,952</u>	<u>\$ 20,966</u>
Program Operating Expense	739,209	37,111	776,320	756,366	19,954
Program Capital Investment	3,598	-	3,598	2,586	1,012
	<u>\$ 742,807</u>	<u>\$ 37,111</u>	<u>\$ 779,918</u>	<u>\$ 758,952</u>	<u>\$ 20,966</u>
<b>Statutory Expenses</b>					
Valuation Adjustments	2,659	-	2,659	1,988	671
<b>Total Statutory Expenses</b>	<u>\$ 2,659</u>	<u>\$ -</u>	<u>\$ 2,659</u>	<u>\$ 1,988</u>	<u>\$ 671</u>

- (a) Supplementary Estimates were approved as follows: \$34,925 on March 24, 2005.  
- \$14,925 of additional funding is for Income Supports and Health Benefits.  
- \$20,000 is for salary contingency funding of which \$3,114 was allocated to other departments and the balance of the funding was lapsed.
- (b) Dedicated revenues were approved as follows:  
- Treasury Board Minute No. 45/2004, dated October 21, 2004, approves recovery of \$2,500 for defraying costs of administering the Occupational Health and Safety Act.  
- Treasury Board Minute No 46/2004, dated October 21, 2004, approves recovery of \$2,800 from the Federal Government under the Labour Market Agreement for Persons with Disabilities.
- (c) Includes achievement bonus of \$1,852.

# Auditor General's Report

The 2004-2005 Annual Report of the Auditor General of Alberta did not include any exceptions or findings relating to the Appeals Commission.

A copy of the Annual Report of the Auditor General of Alberta 2004-2005 is available online at <http://www.oag.ab.ca/>.

# Additional Operating Information

## Appeals

<b>Appeals Received</b>	<b>April 1/03 to March 31/04</b>	<b>April 1/04 to March 31/05</b>	<b>Variance</b>
Total number of appeals received	1344	1333	-.81%

<b>Appeal Types</b>		
Initial claims appeals	98.7%	99.4%
Initial assessment appeals	1.3%	0.6%

<b>Appeals Finalized</b>			
Total number of decisions issued	855	1087	+27%
Other (withdrawn, dismissed, abandoned)	151	204	+35%
<b>Total number of appeals finalized</b>	<b>1006</b>	<b>1291</b>	<b>+28%</b>

<b>Appeal Issues Received</b>			
Initial appeals	2583	2636	+2.1%

<b>Appeal Issues Finalized</b>			
Upheld initial	904	1127	
Overtaken initial	447	468	
Partially supported initial	63	92	
Other resolution (referred back to WCB)	176	343	
Other conclusions (withdrawn, dismissed, abandoned)	379	424	
<b>Total appeal issues finalized</b>	<b>1969</b>	<b>2454</b>	<b>+24.6%</b>

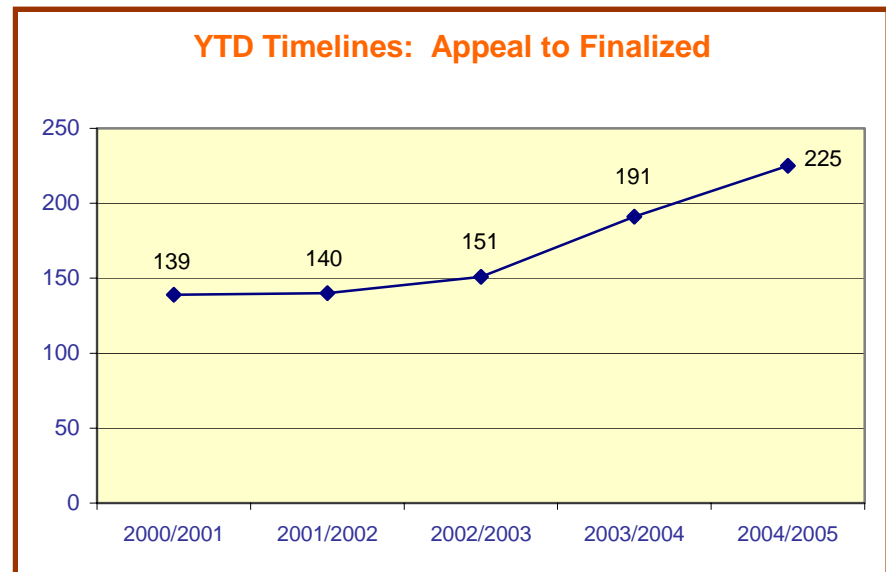
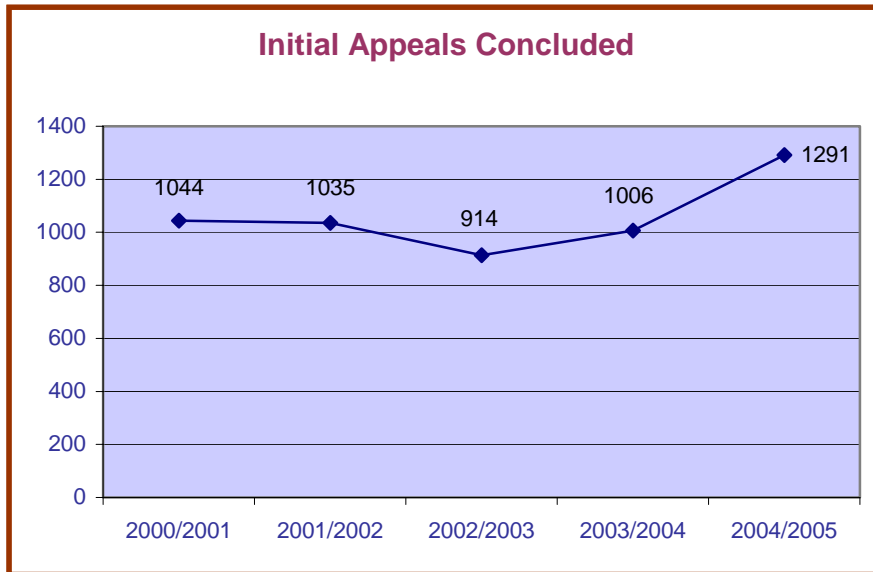
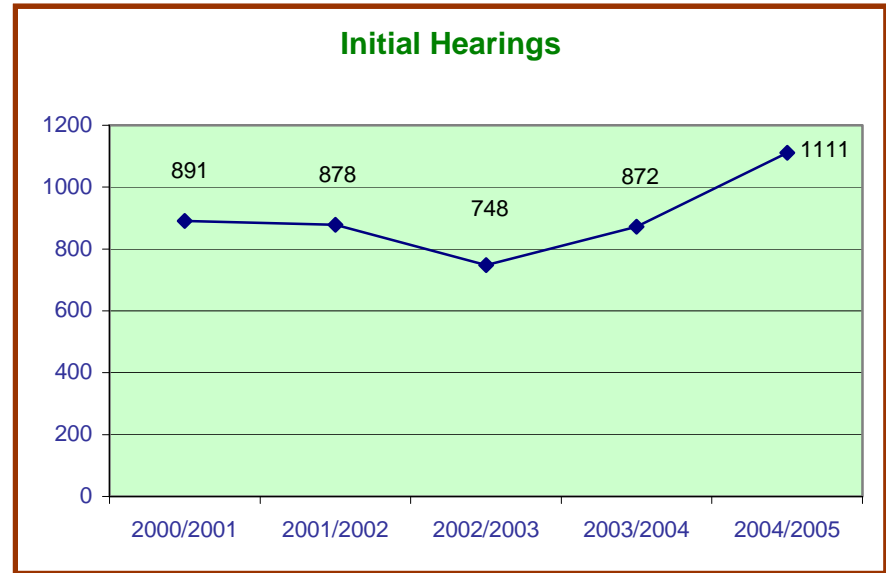
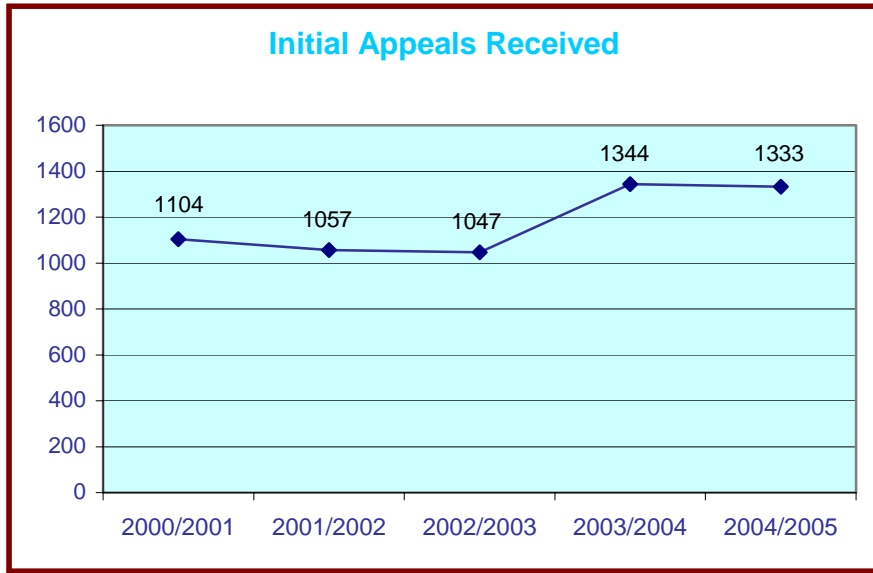
<b>Top 5 Issues of Appeal</b>	<b>April 1/03 to March 31/04</b>	<b>April 1/04 to March 31/05</b>
1. Temporary total disability	17%	1. Additional entitlement 16%
2. Additional entitlement	16%	2. Temporary total disability 16%
3. Increased responsibility	10%	3. Responsibility level 8%
4. Acceptability of claim	8%	4. Temporary partial disability 8%
5. Temporary partial disability	6%	5. Medical aid responsibility 7%
Other	36%	39%

## Initial Appeal Hearing Activities

<b>Total Hearings Conducted</b>	<b>April 1/03 to March 31/04</b>	<b>April 1/04 to March 31/05</b>	<b>Variance</b>
In-Person	697	853	+22%
Documentary	92	126	+37%
Teleconference	83	132	+59%
<b>Total hearings conducted on initial appeals</b>	<b>872</b>	<b>1111</b>	<b>+27%</b>

<b>Representation at Hearing</b>		
Represented	87%	80%
Unrepresented	13%	20%

# Initial Appeals – 5 Year Statistical Comparison



## Reconsiderations

<b>Reconsideration Requests</b>	<b>April 1/03 to March 31/04</b>	<b>April 1/04 to March 31/05</b>	<b>Variance</b>
Reconsideration applications received	110	97	-12%

<b>Types of Reconsideration Requests</b>		
Reconsideration claims related	93%	95%
Reconsideration assessment related	7%	5%

<b>Outcome of Reconsideration Applications - Decisions Issued</b>			
Reconsideration requests granted	8	8	
Reconsideration requests denied	62	74	
Other conclusions (withdrawn, dismissed, abandoned)	18	25	
<b>Total reconsideration applications finalized</b>	<b>88</b>	<b>107</b>	<b>+22%</b>

<b>Reconsideration on Own Motion</b>		
Granted	7	5
Denied	0	1
<b>Total reconsiderations on own motion</b>	<b>7</b>	<b>6</b>

<b>Outcome of Appeals Being Reheard (Issues in decision)</b>		
Percentage of decisions where we reached the same decision as the original Appeals Commission decision	55%	27%
Percentage of decisions where we reached a different decision than the original Appeals Commission decision	20%	43%
Percentage of decisions where we reached a modified or alternate resolution to the original Appeals Commission decision	25%	30%
<b>Total issues</b>	<b>20</b>	<b>37</b>
<b>Total applications</b>	<b>12</b>	<b>17</b>