



2023-2024 ANNUAL GENERAL MEETING

Dale Wispinski, KC
Chief Appeals Commissioner and CEO
July 31, 2024

AGENDA

- Appeals Commission Overview
- Highlights from the Appeals Commission's 2023-2024 Annual Report
 - Tribunal
 - Advisor Office
 - Medical Panels Program
- Key Achievements from 2023-2024

Questions can be submitted to the meeting Q&A

APPEALS COMMISSION OVERVIEW

- Quasi-judicial, expert tribunal
- Final level of review of decisions made by the WCB's review body
- Independent from WCB; arm's length from Government; service to Albertans
- Provide a fair, client-focused appeal experience
- Responsible for the operation and administration of two programs: the Advisor Office and the Medical Panels Program

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PRE-HEARING TIMELINES

Average number of days from appeal successfully filed to first available hearing date.

Target	2021-2022	2022-2023	2023-2024
150 days	143 days	151 days	189 days

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DECISION TIMELINES

Average number of days from the hearing to the decision issue date.

Target	2021-2022	2022-2023	2023-2024
30 days	31 days	29 days	29 days

Decisions Issued	2021-2022	2022-2023	2023-2024
0-30 days	64.79%	72.83%	74.18%
31-60 days	22.12%	15.75%	15.92%
61-90 days	8.80%	8.68%	7.51%
91+ days	4.29%	2.74%	2.35%

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TYPES OF HEARINGS

- In 2023-2024, the Appeals Commission conducted 421 hearings in total.
- The type of hearing is requested by a party and ultimately decided by the Appeals Commission.

Hearing Type	2023-2024
Teleconference	149
Documentary	146
In Person	89
Video Conference	37

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REPRESENTATION BEFORE THE APPEALS COMMISSION

- The majority of appeal participants appear before the Appeals Commission with the assistance of a representative.
- In 2023-2024, 54% of appeal participants appeared with a representative from the Advisor Office, 35% appeared with other representatives (for example, lawyers or family members), and 11% represented themselves.

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APPEALS RECEIVED

Application Type	2021-2022	2022-2023	2023-2024
Time Extensions	12	17	23
Reconsiderations	46	43	63
Initial Appeals	517	592	678

APPEALS CONCLUDED

Application Type	2021-2022	2022-2023	2023-2024
Time Extensions	12	10	30
Reconsiderations	51	38	43
Initial Appeals	499	487	469

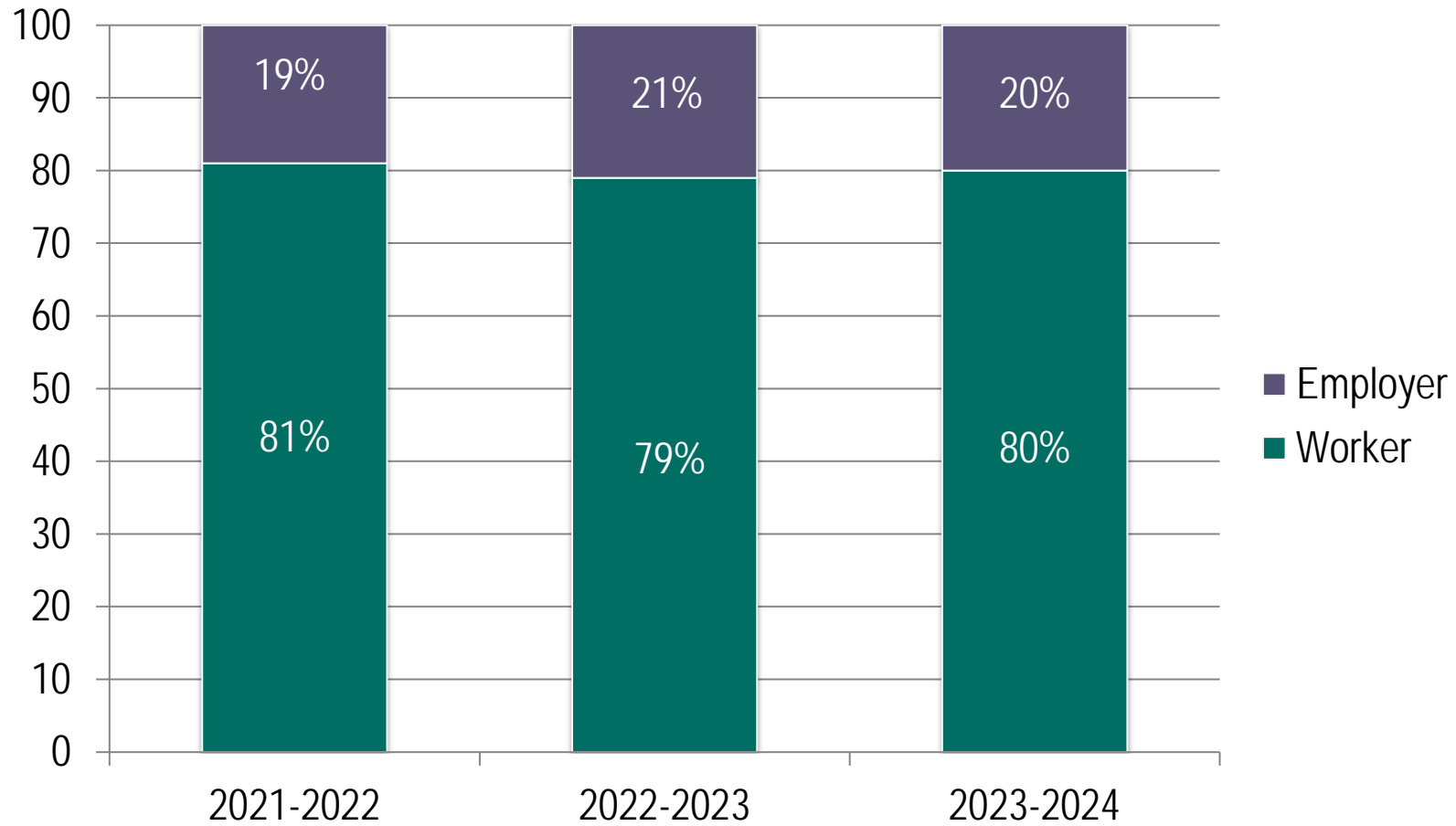
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TOP FIVE ISSUES OF APPEAL

Issues of Appeal	2023-2024
1. Additional Entitlement	172
2. Acceptability of Claim	145
3. Temporary Total Disability	101
4. Medical Aid Responsibility	77
5. Rehabilitation Services	70

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APPELLANT TYPE



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DECISION REVIEW



2023-2024	Concluded	Actions
Ombudsman (formal)	0	0
Ombudsman (informal)	15	0
Court (KB and Appeal)	5	0
Reconsideration Requests	43	2

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ADVISOR OFFICE

	2022-2023	2023-2024
New Worker Clients	1202	1286
New Employer Clients	150	167
Worker Files Closed	1436	1302
Employer Files Closed	125	153
DRDRB Hearings Attended	236	297
Appeals Commission Hearings Attended	194	218

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MEDICAL PANELS PROGRAM

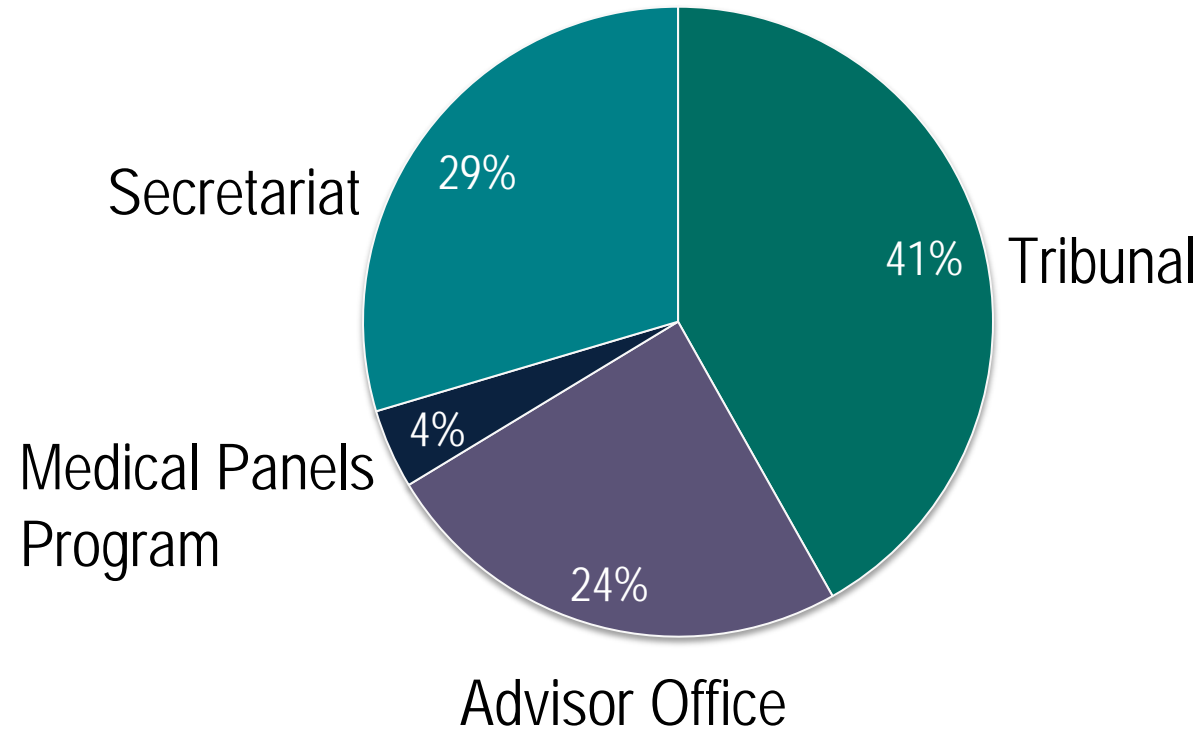
	2022-2023	2023-2024
Active files as of April 1	15	2
New Medical Panels Referrals Received	7	2
Files Closed	10	14
Active Files as of March 30	15	2

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FINANCE

- The Appeals Commission runs a consolidated budget encompassing all programs.
- Total Appeals Commission expenditures in 2023-2024 amounted to 98% of our budget.
- All of our major program operational expenses are accounted for through our Secretariat.

EXPENDITURE DETAILS



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OTHER KEY ACHIEVEMENTS

- Being named a Top Alberta Employer for the sixth year in a row
- Developing an Access to Justice Index for Advocacy Offices
- Formalizing timeline expectations and publishing guidelines at the Medical Panels Program
- Ongoing work on case management system for all components of the Appeals Commission



THANK YOU