



ANNUAL GENERAL MEETING

October 6, 2016



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1. Appeals Commission Overview
2. Corporate Structure
3. Budget
4. Appeal Process
5. Performance Measures
6. Tribunal Comparison



OVERVIEW

Authority

- *Workers' Compensation Act, Part 2*

Powers & Limitations

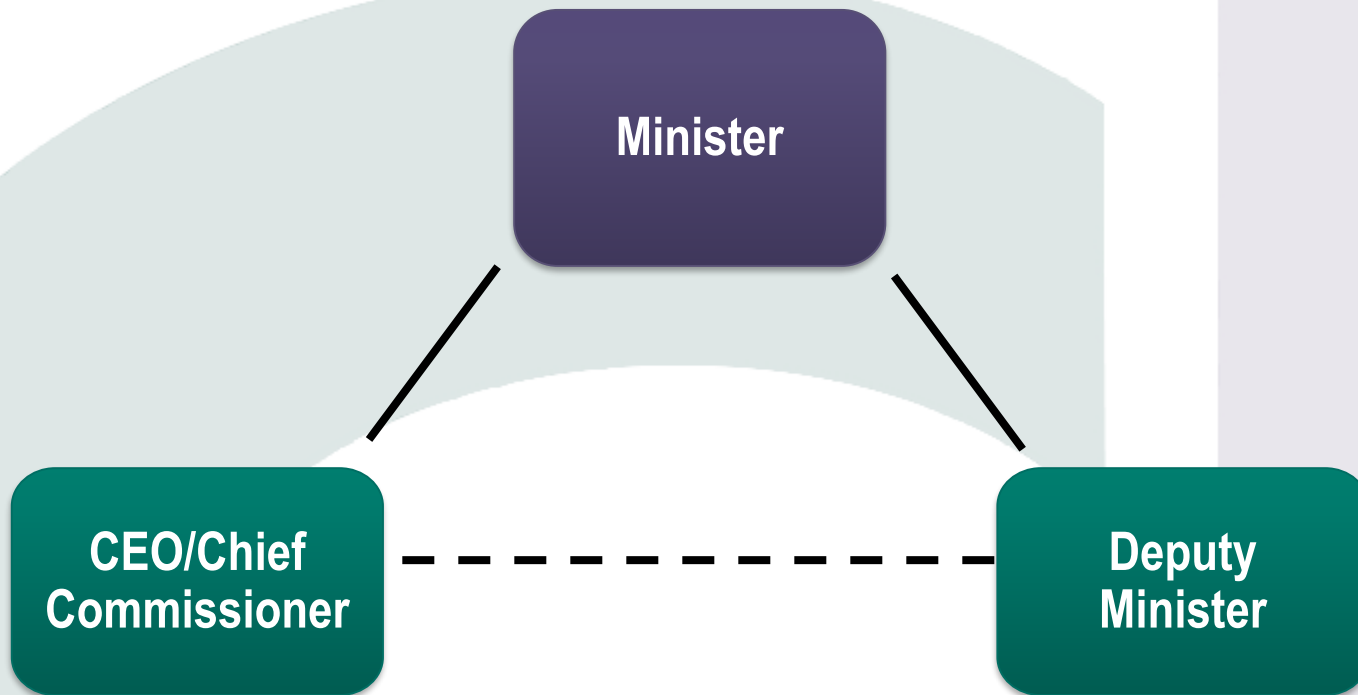
- Jurisdiction from DRDRB Decisions
- Confirm, Reverse or Vary Decisions
- Bound by WCB Policy
- Parties appeal decisions to Court & Ombudsman

Independence

- Independent government entity
- Funded (indirectly) through Accident Fund
- May create our own rules of procedure

MANDATE AND ROLES

“Provide Albertans access to timely, fair and independent appeal services through the Appeals Commission for Alberta Workers’ Compensation”



"THE LEADER IN INNOVATIVE APPEAL SERVICES"

Respect

Co-operation

"To provide a timely, fair, and independent appeals process consistent with legislation, policy and the principles of natural justice."

Excellence

Fairness

Alberta

ACCOUNTABILITY

Executive

- Minister responsible for the Commission

- Auditor General
- Ethics Commissioner
- Information & Privacy Commissioner
- Ombudsman

Legislative

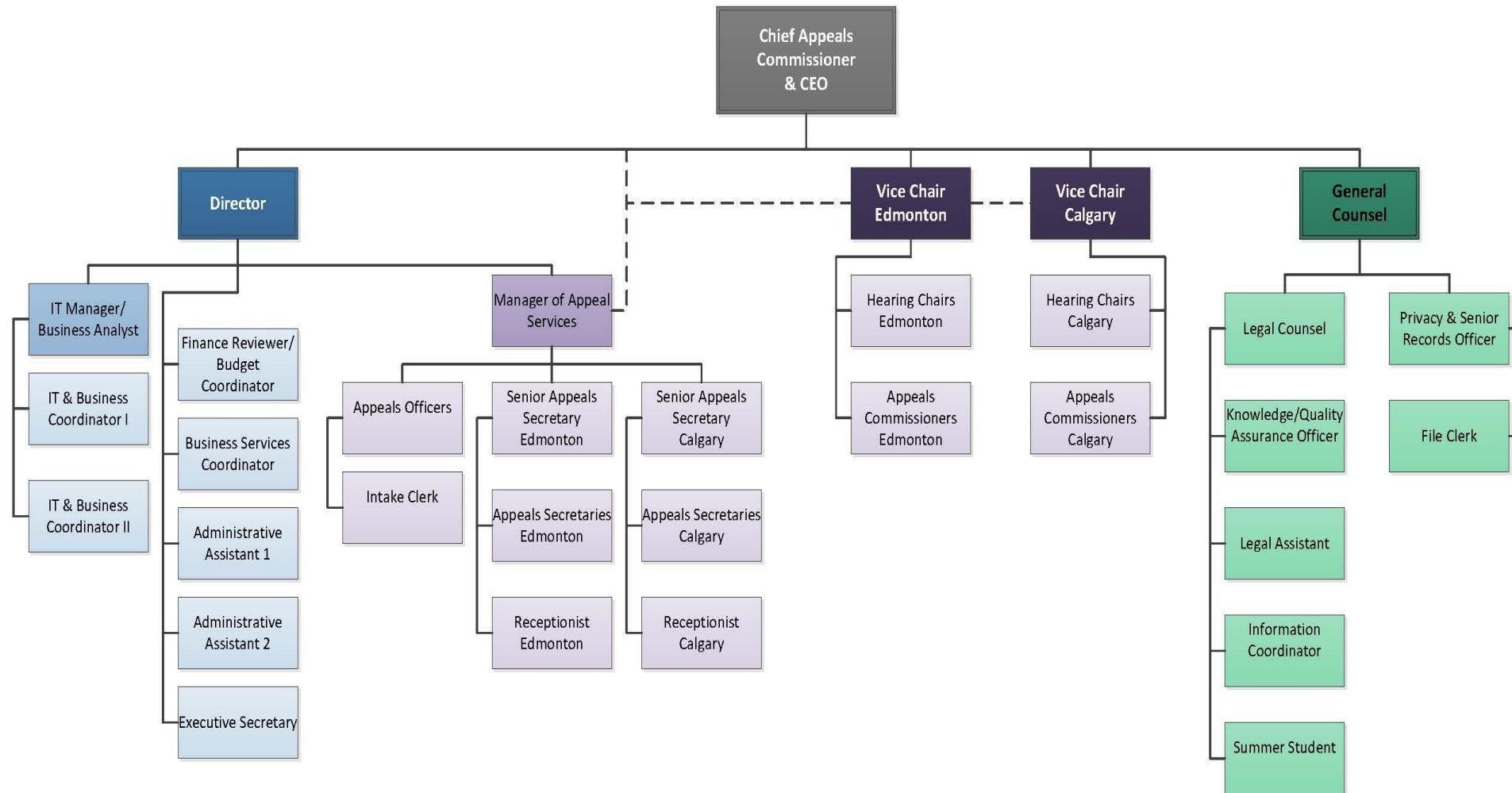
Administrative

- Budget Process (Labour)
- Financial Controls (GOA)
- Records Management
- Privacy (*FOIP*)



CORPORATE STRUCTURE

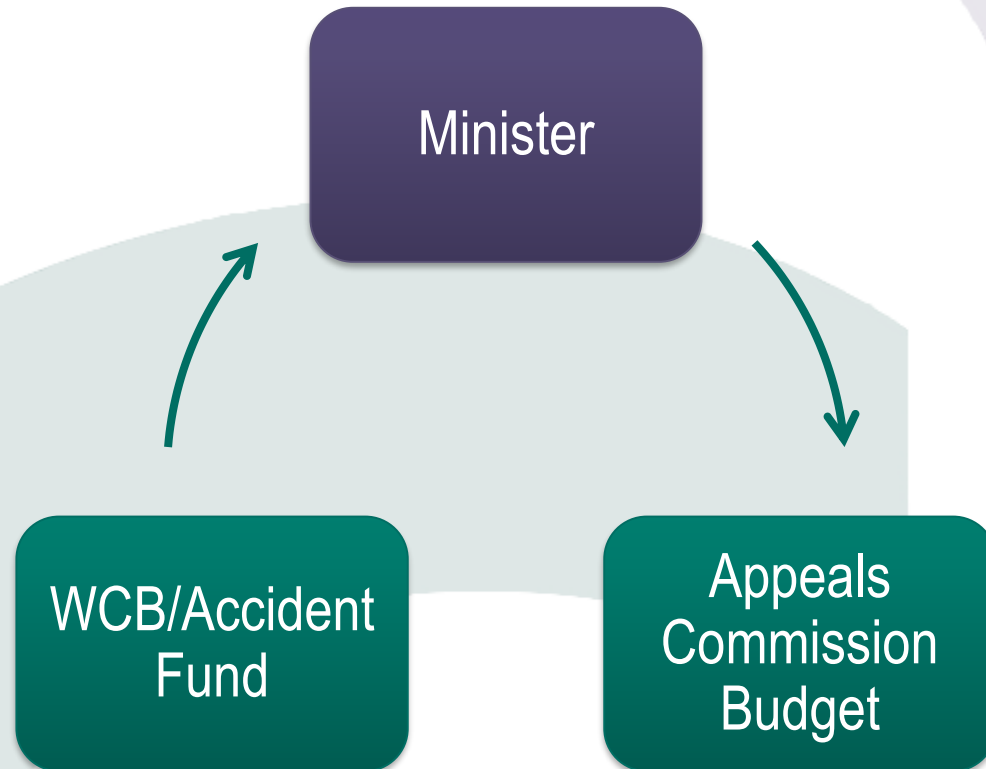
CORPORATE STRUCTURE



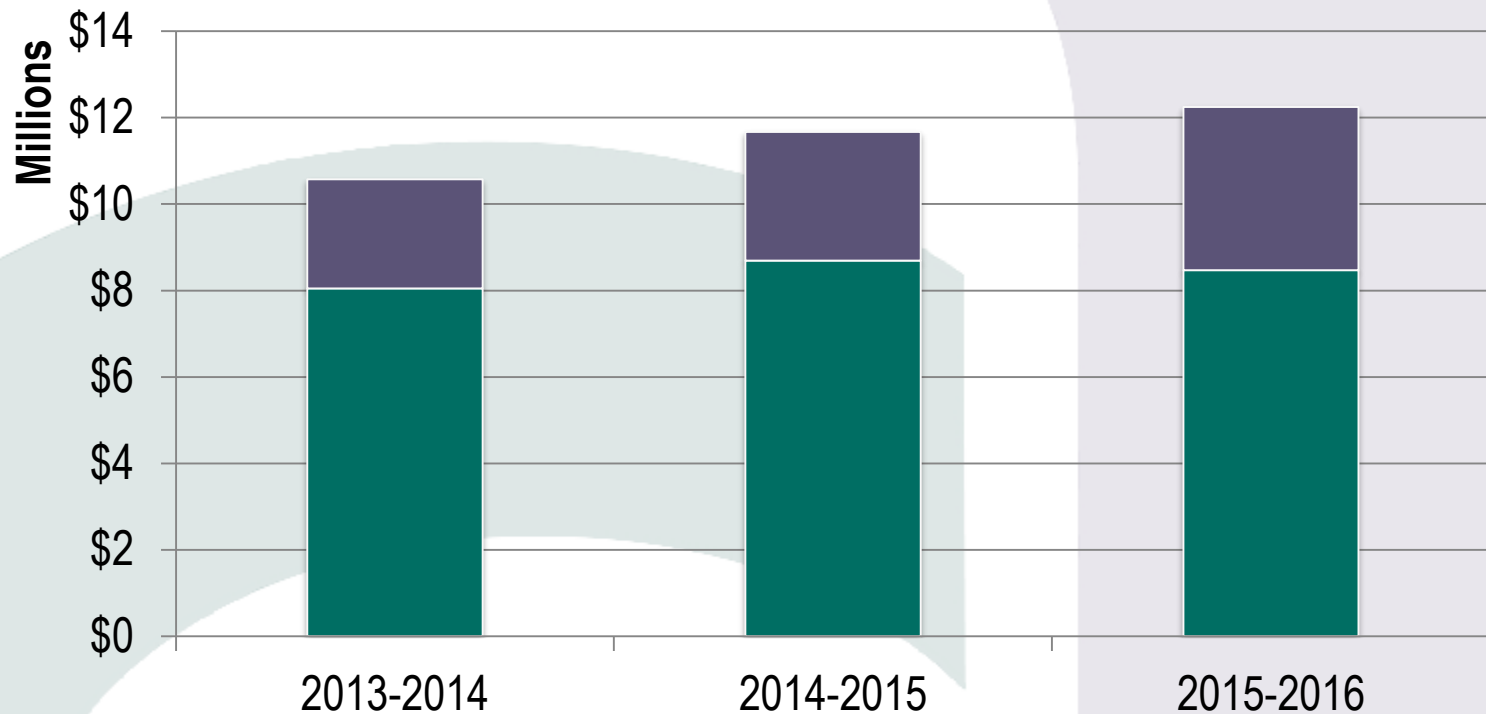


BUDGET

FUNDING

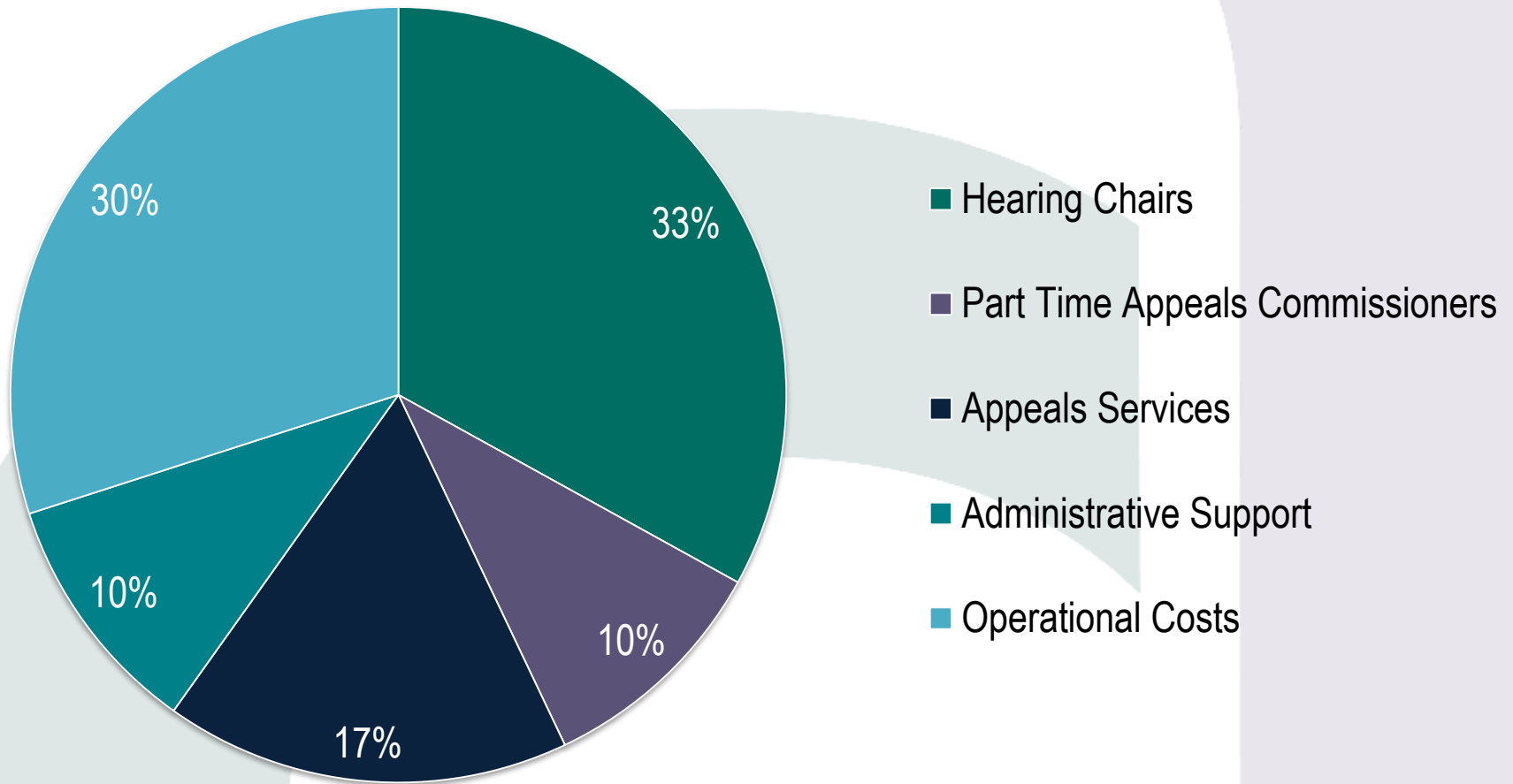


BUDGET OVERVIEW



Administrative Costs	\$2,522,586	\$2,974,207	\$3,777,942
Staffing Costs	\$8,051,439	\$8,692,790	\$8,470,300
Total Budget	\$ 10,547,025	\$ 11,666,997	\$ 12,248,242

BUDGET DETAILS FOR 2015-2016





APPEALS COMMISSIONERS

APPEALS COMMISSIONERS

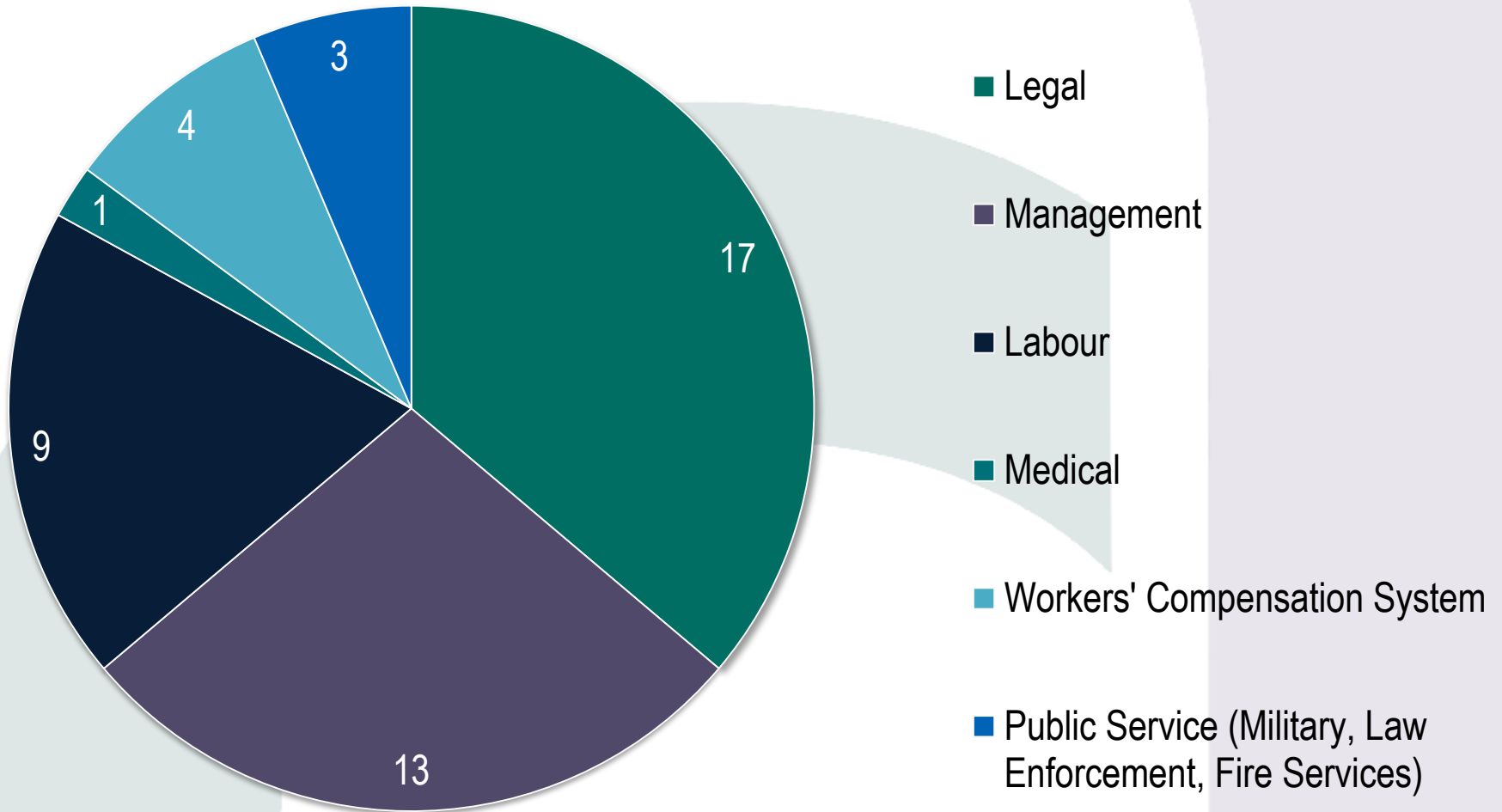
Appointment

- Recruitment Process
- Competency Matrix
- Commissioner Attrition

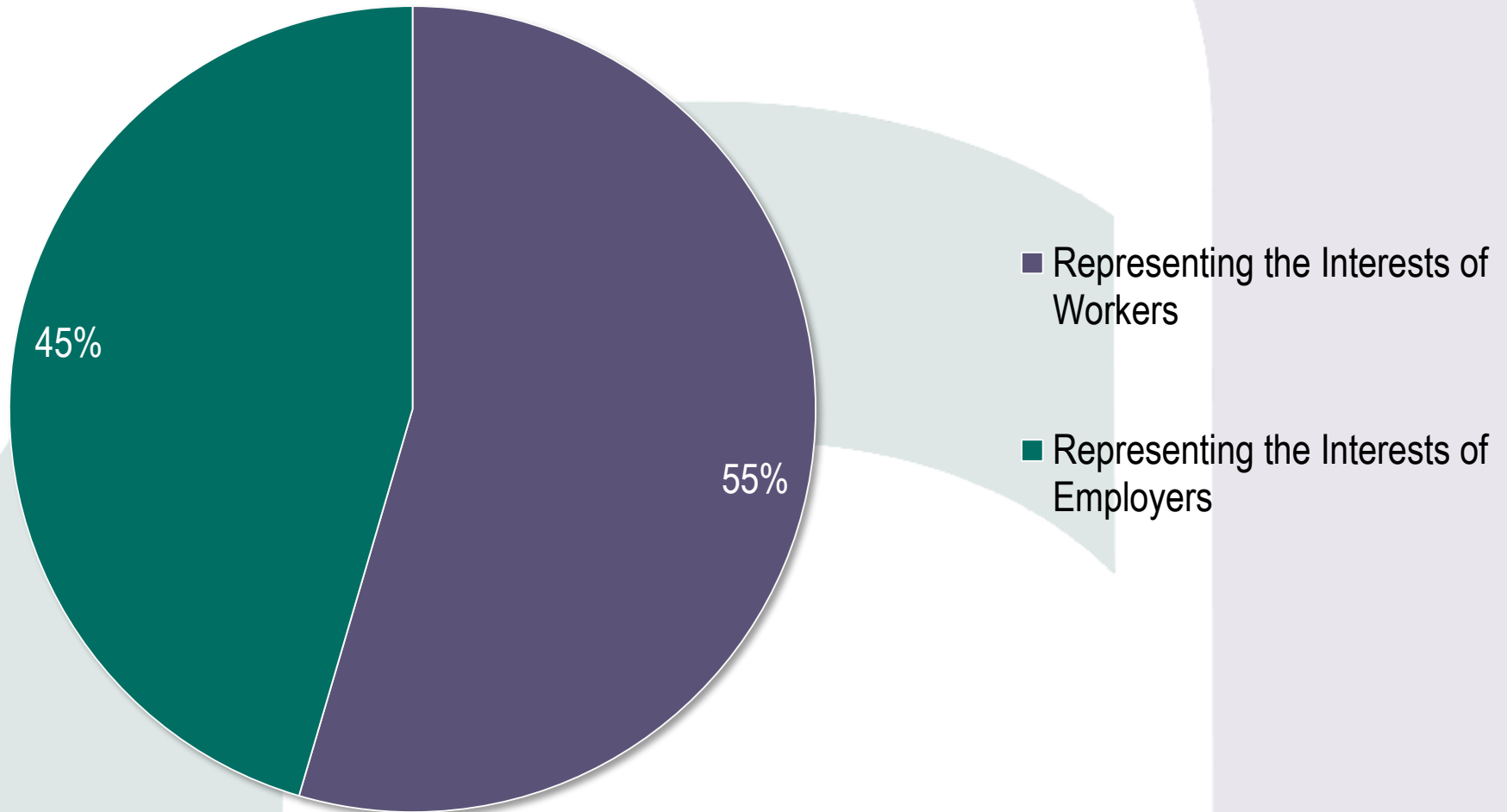
Compensation

- Commissioner Remuneration
 - Part-time (O.C. 466/2007)
 - Full-time (O.C. 322/2014)

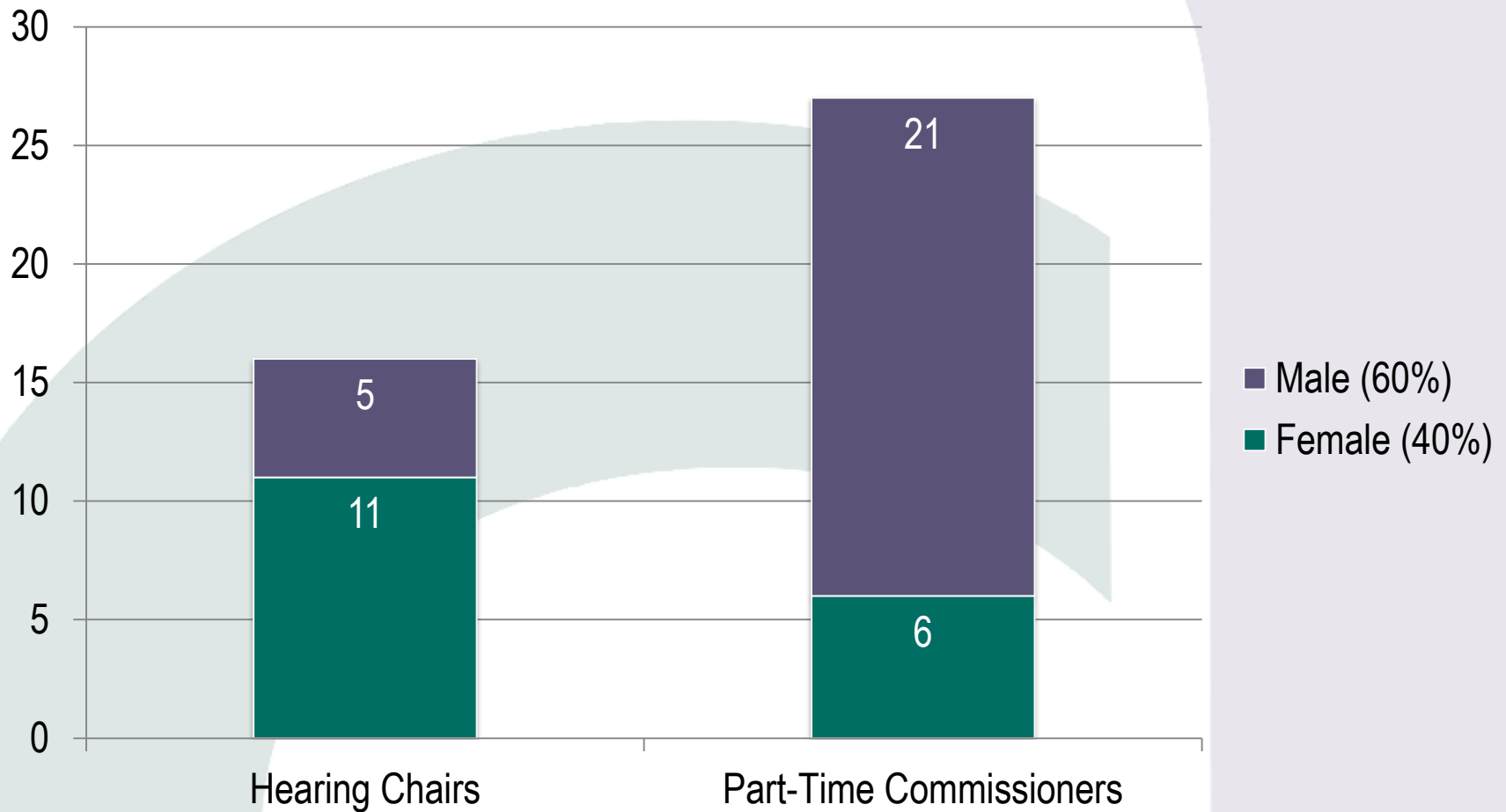
COMMISSIONER EXPERTISE



COMMISSIONER CONSTITUENCY



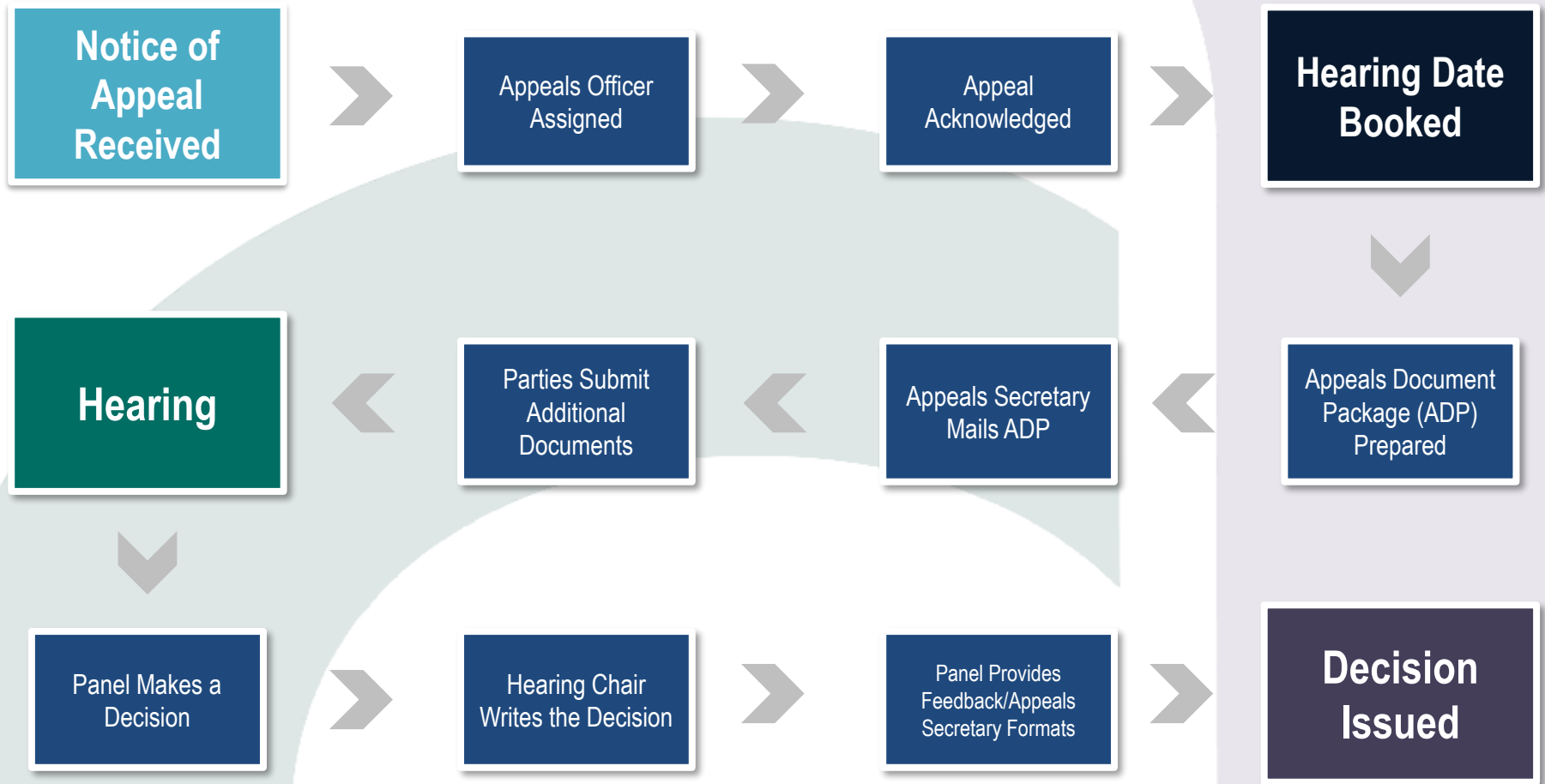
GENDER REPRESENTATION





LIFE OF AN APPEAL

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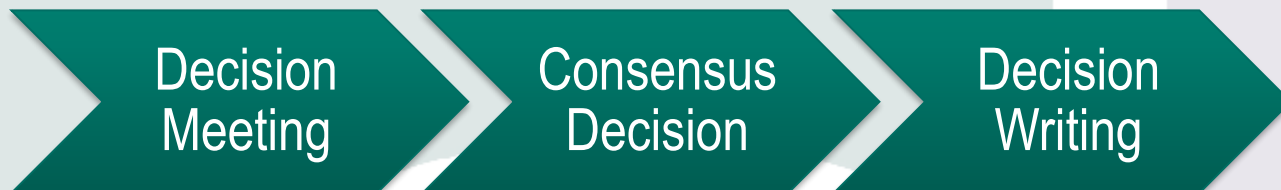


APPEAL PROCESS

Appeal Action	Parties	Decision-Maker	Hearing Type
Initial Appeal	Worker Employer WCB	3-Member Panel	In-person or Documentary
Reconsideration Application	Worker Employer Own Motion*	2-Member Panel	Documentary
Reconsideration	Worker Employer WCB	2-Member Panel	Documentary**
One-year Time Limit	Worker Employer	Chief Appeals Commissioner (or delegate)	Documentary

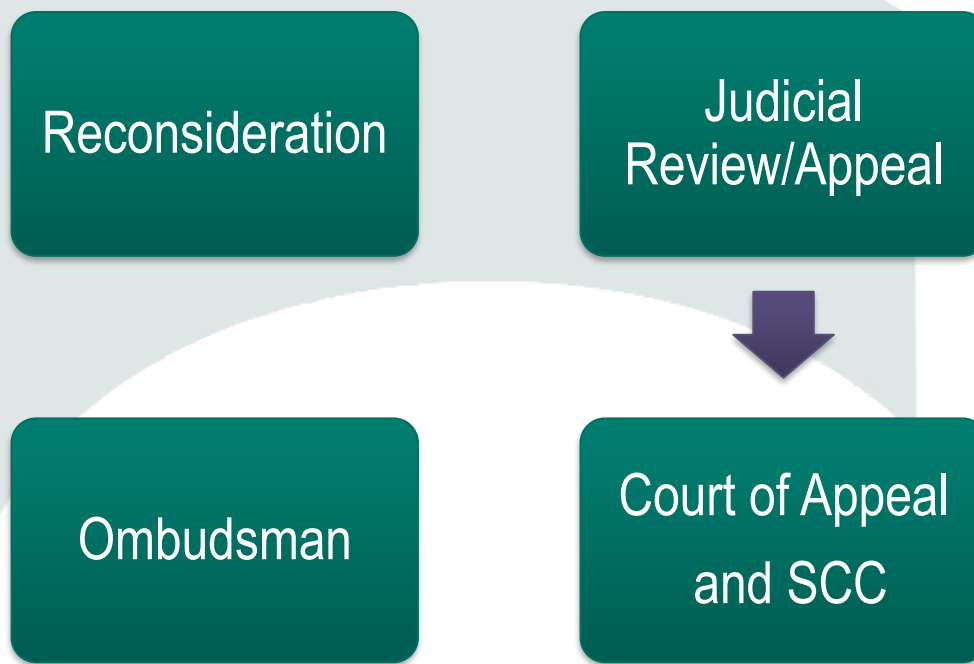
APPEAL PROCESS CON'T

Post-Hearing



APPEAL PROCESS CON'T

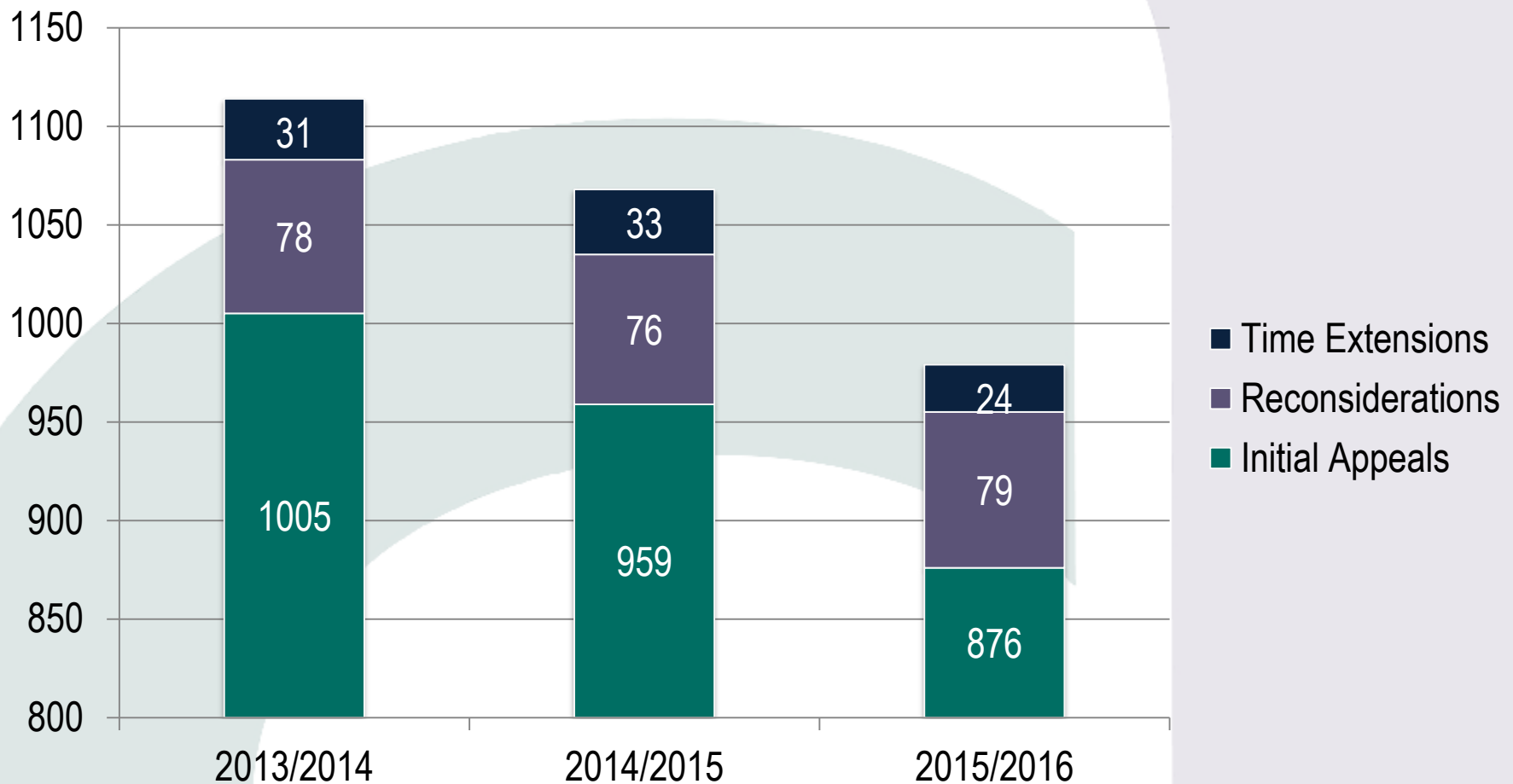
Post-Decision Review



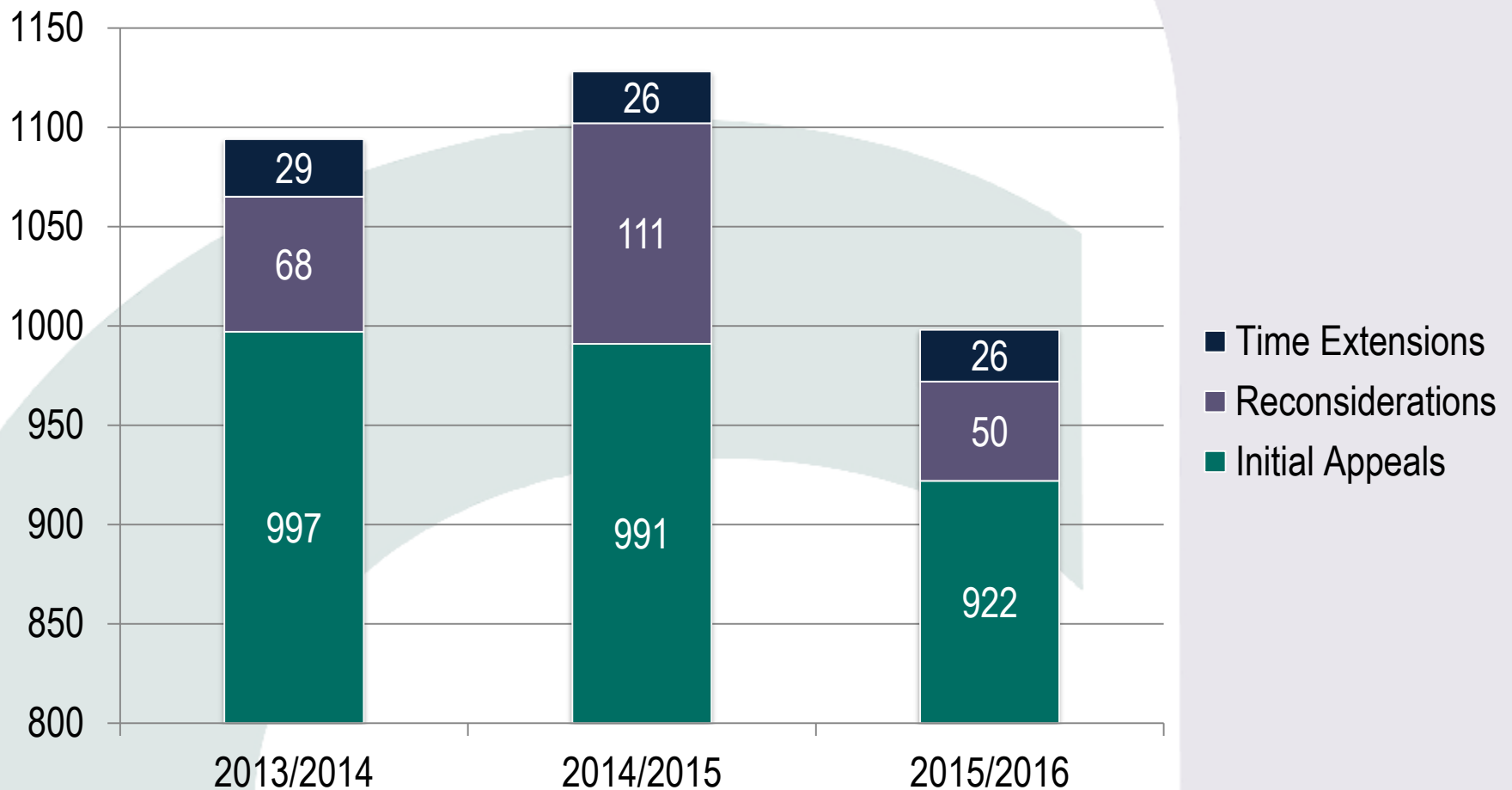


WORKLOAD

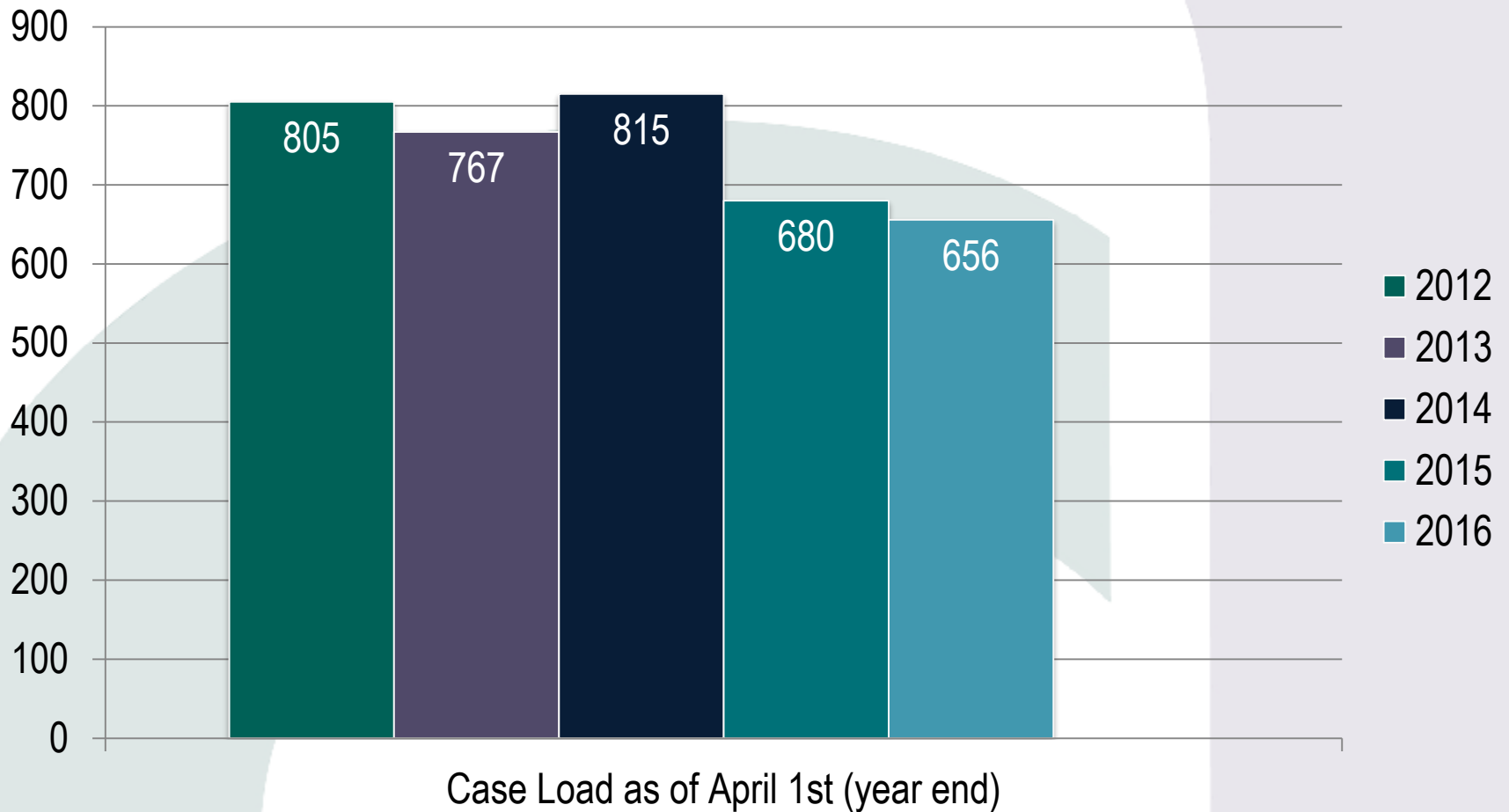
APPEALS RECEIVED



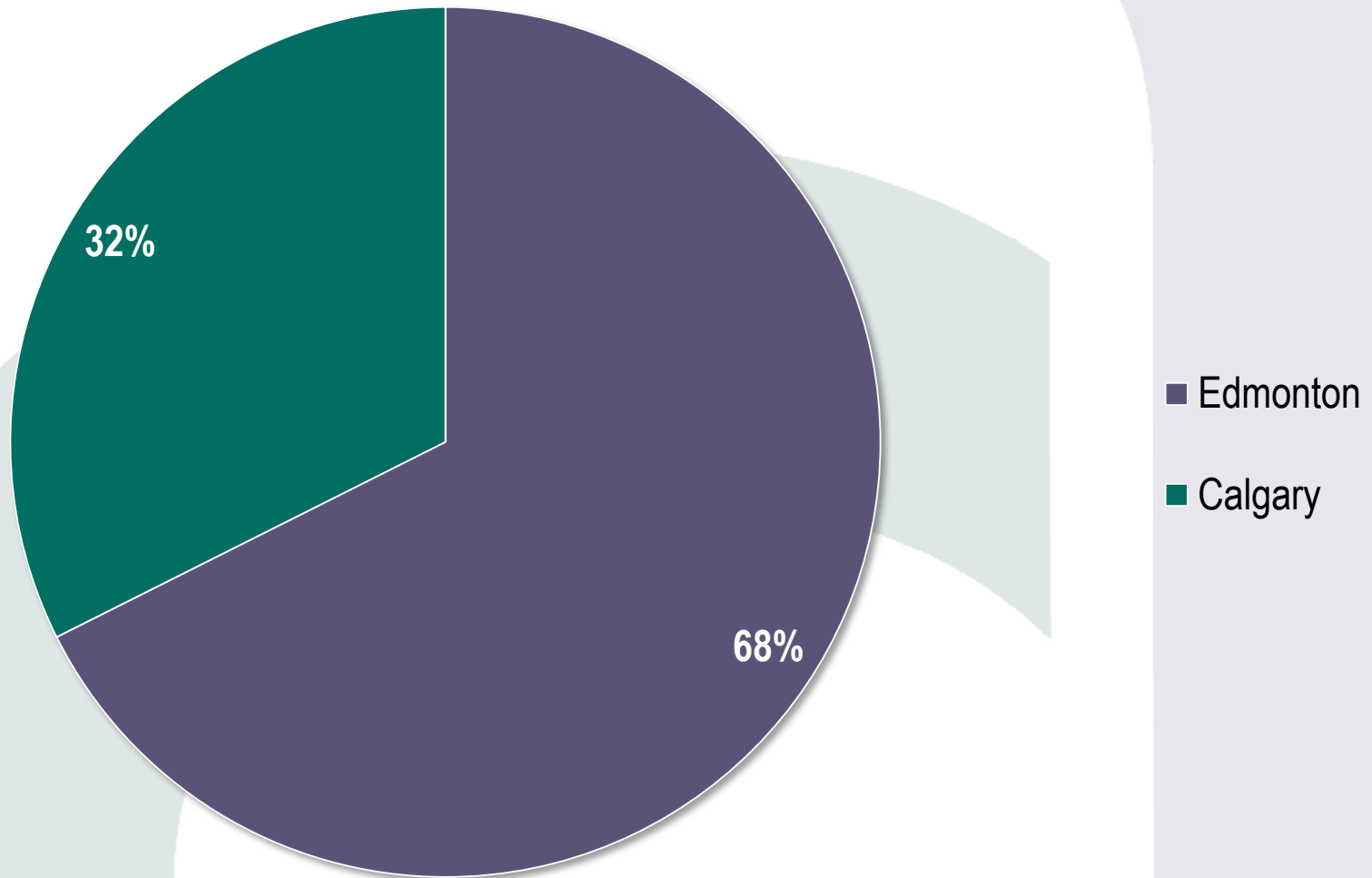
APPEALS CONCLUDED



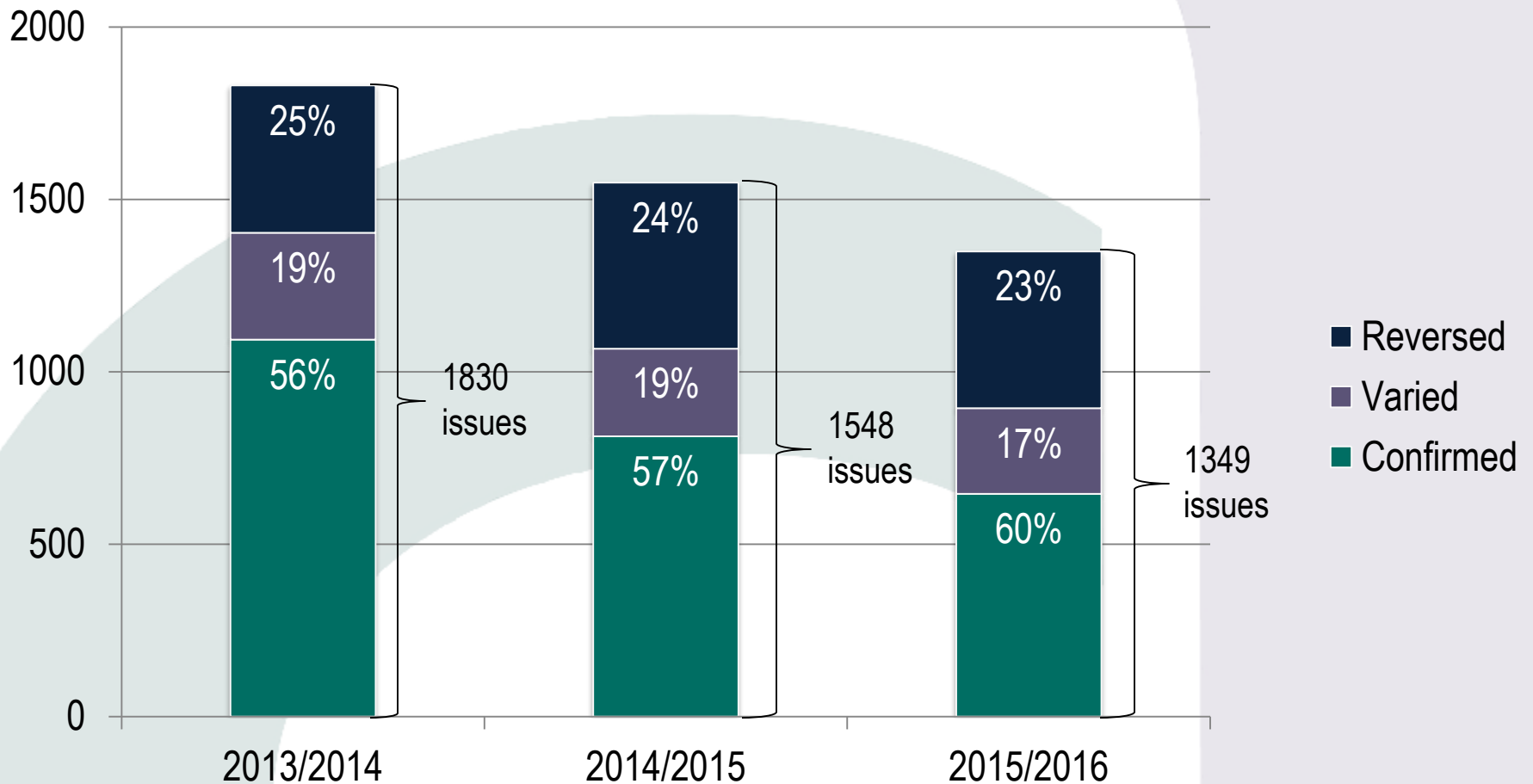
ACTIVE FILES AT YEAR END (WORK IN PROGRESS)



APPEAL HEARING LOCATION



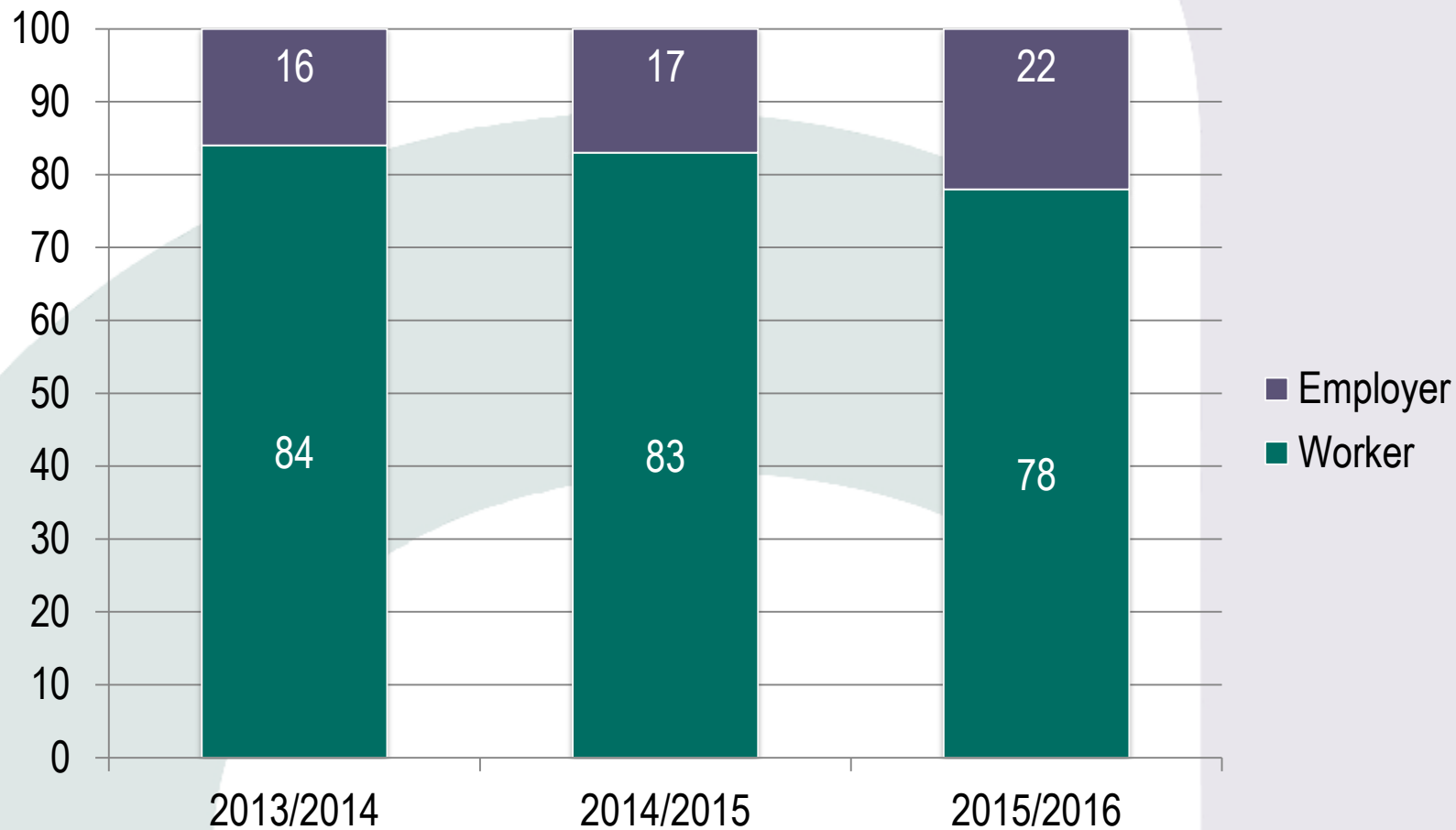
FINALIZED ISSUES OF APPEAL



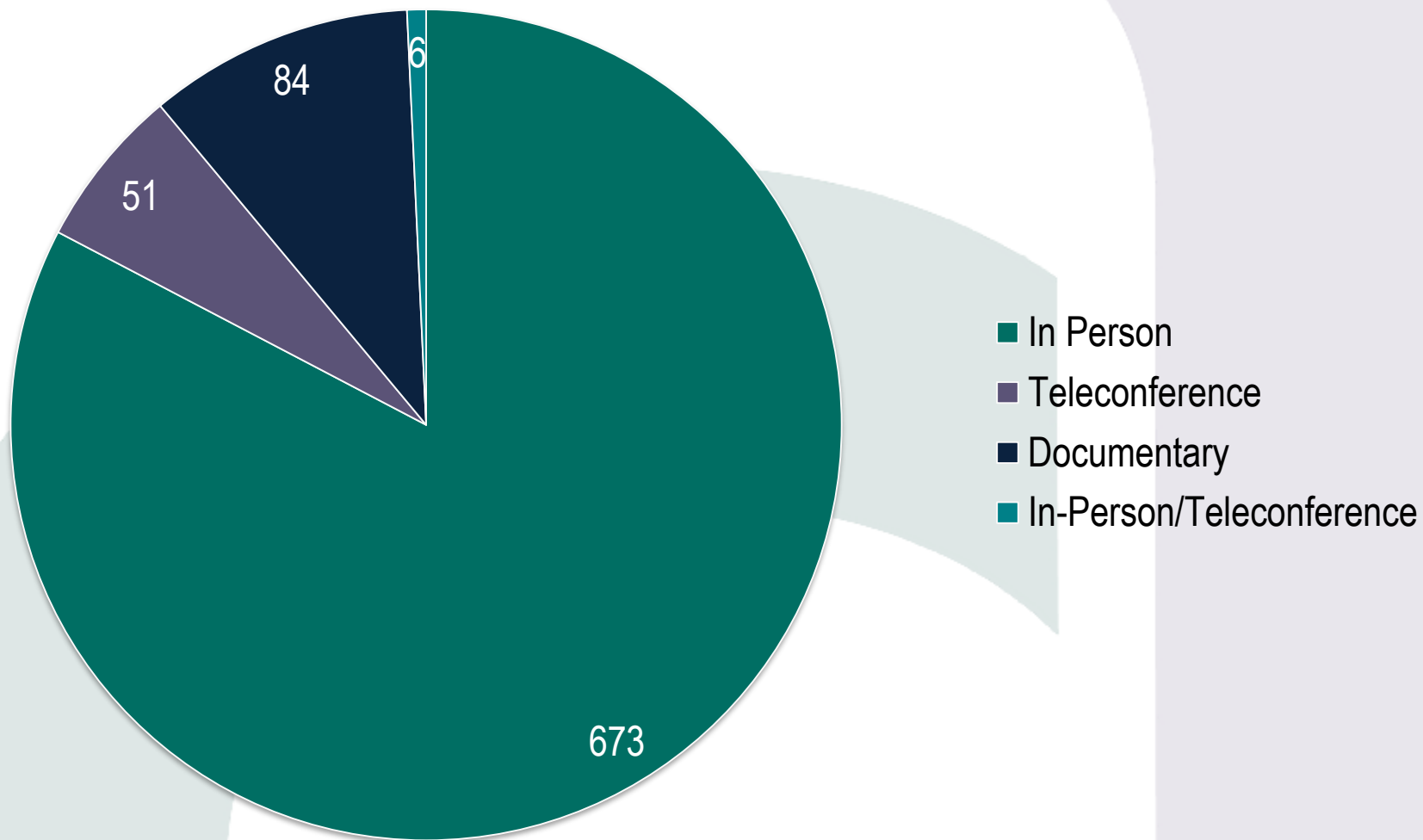
TOP FIVE ISSUES OF APPEAL

2014/2015	2015/2016
1. Acceptability of Claim – 16%	1. Temporary Total Disability – 14%
2. Additional Entitlement – 14%	2. Acceptability of Claim – 14%
3. Temporary Total Disability – 12%	3. Additional Entitlement – 14%
4. ELP Calculation – 10%	4. Rehabilitation Services – 7%
5. Rehabilitation Services – 7%	5. ELP Calculation – 9%

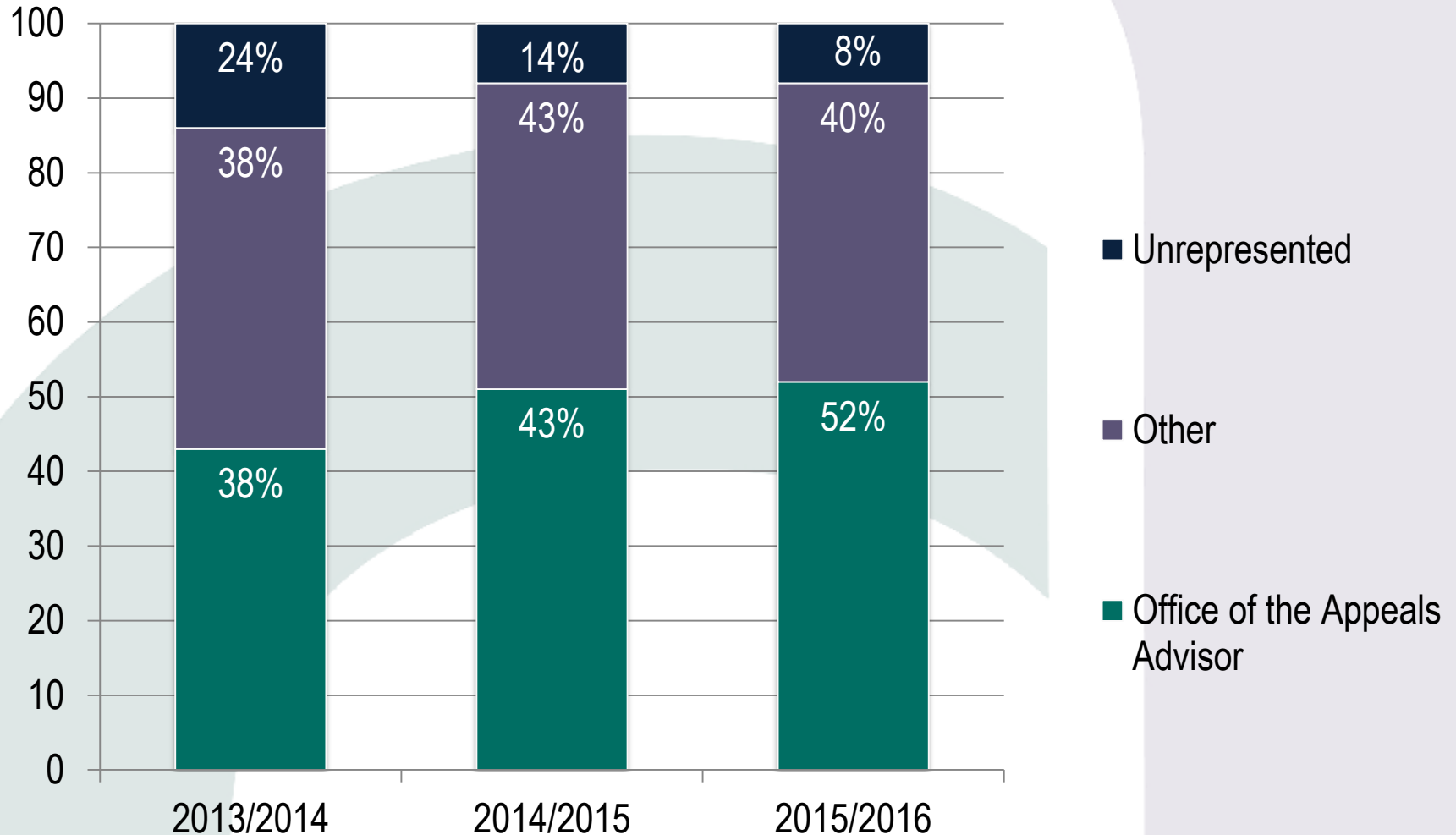
APPELLANT TYPE



TYPES OF HEARINGS



REPRESENTATION BEFORE THE COMMISSION





PERFORMANCE MEASURES

PERFORMANCE MEASURE #1

TIMELINES

- Average number of days from the date the appeal is filed to the first hearing date offered:

Target	2014/2015	2015/2016*
150 days	148 days	144 days

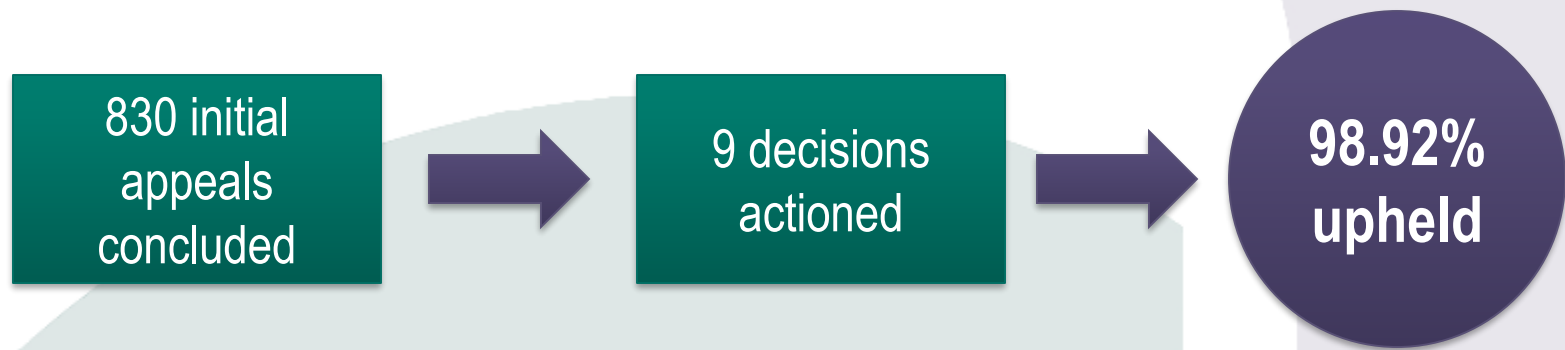
- Average number of days from hearing to the decision issue date:

Target	2014/2015	2015/2016*
30 days	26.58 days	28.06 days

*Current to June 29, 2016.

PERFORMANCE MEASURE #2

QUALITY



2015/2016	Concluded	Actions
Ombudsman	23	0
Court (QB & Appeal)	23	3
Reconsiderations Requests	50	5



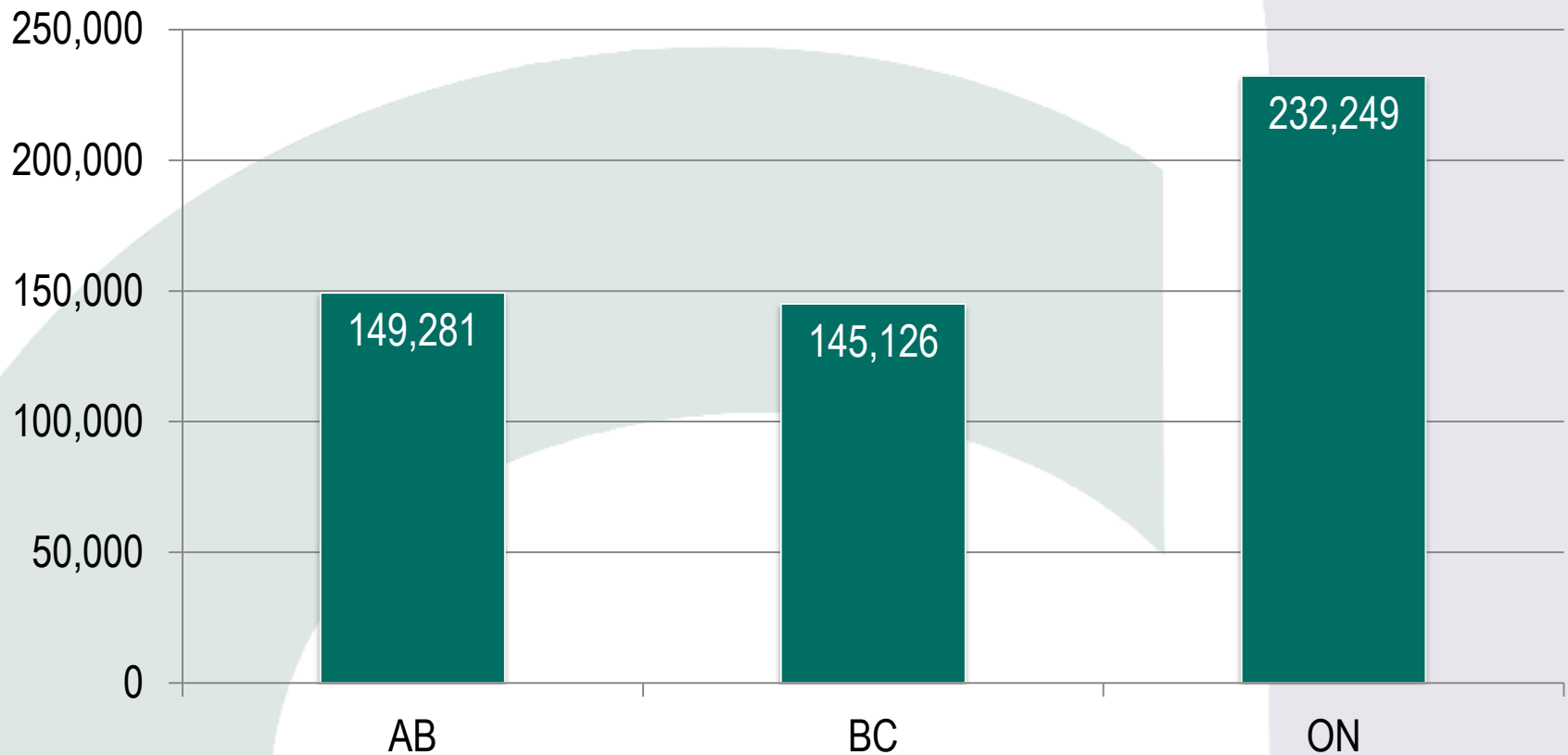
TRIBUNAL COMPARISON

WORKERS' COMPENSATION APPEAL STRUCTURE

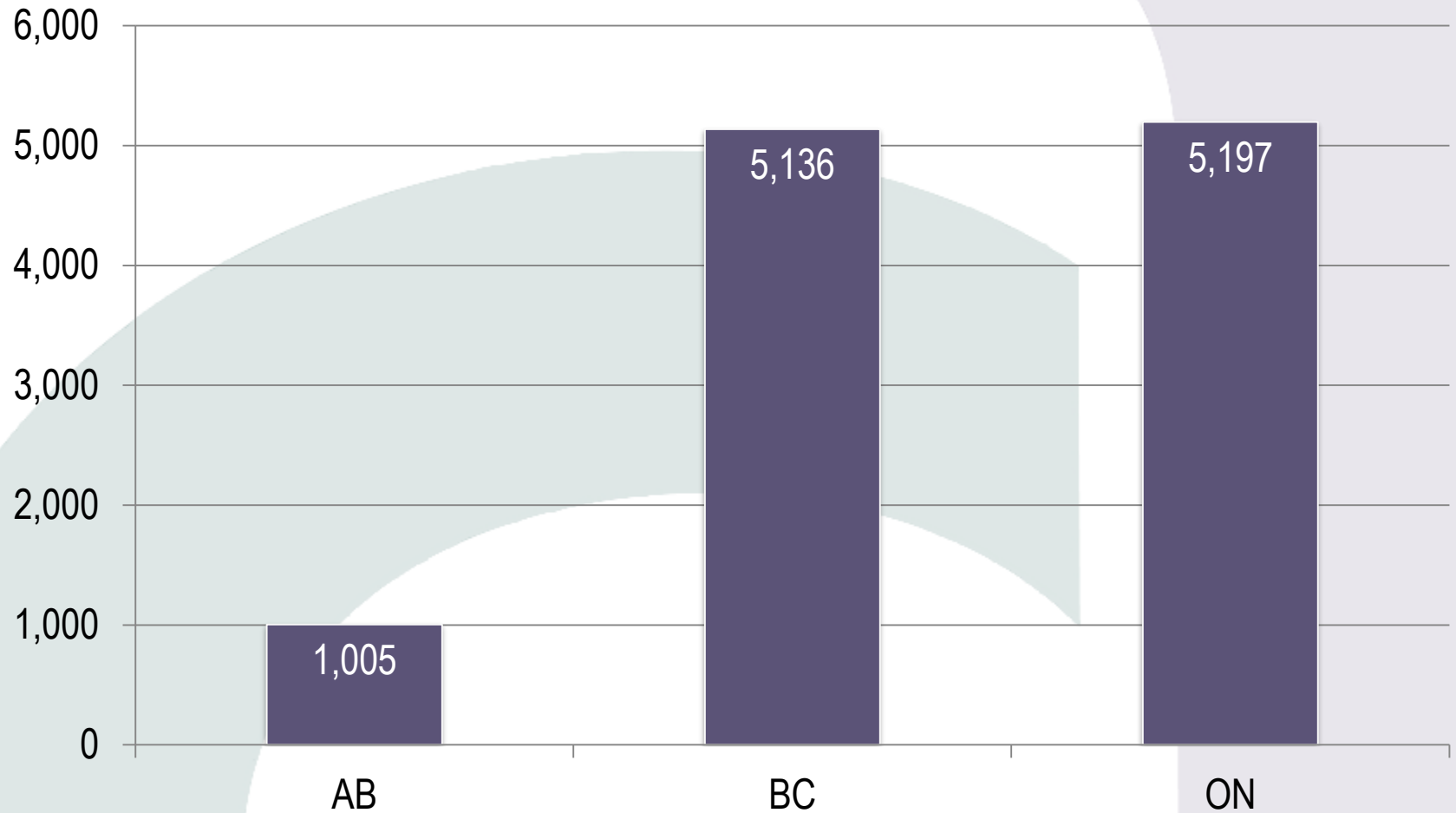
Majority of Jurisdictions



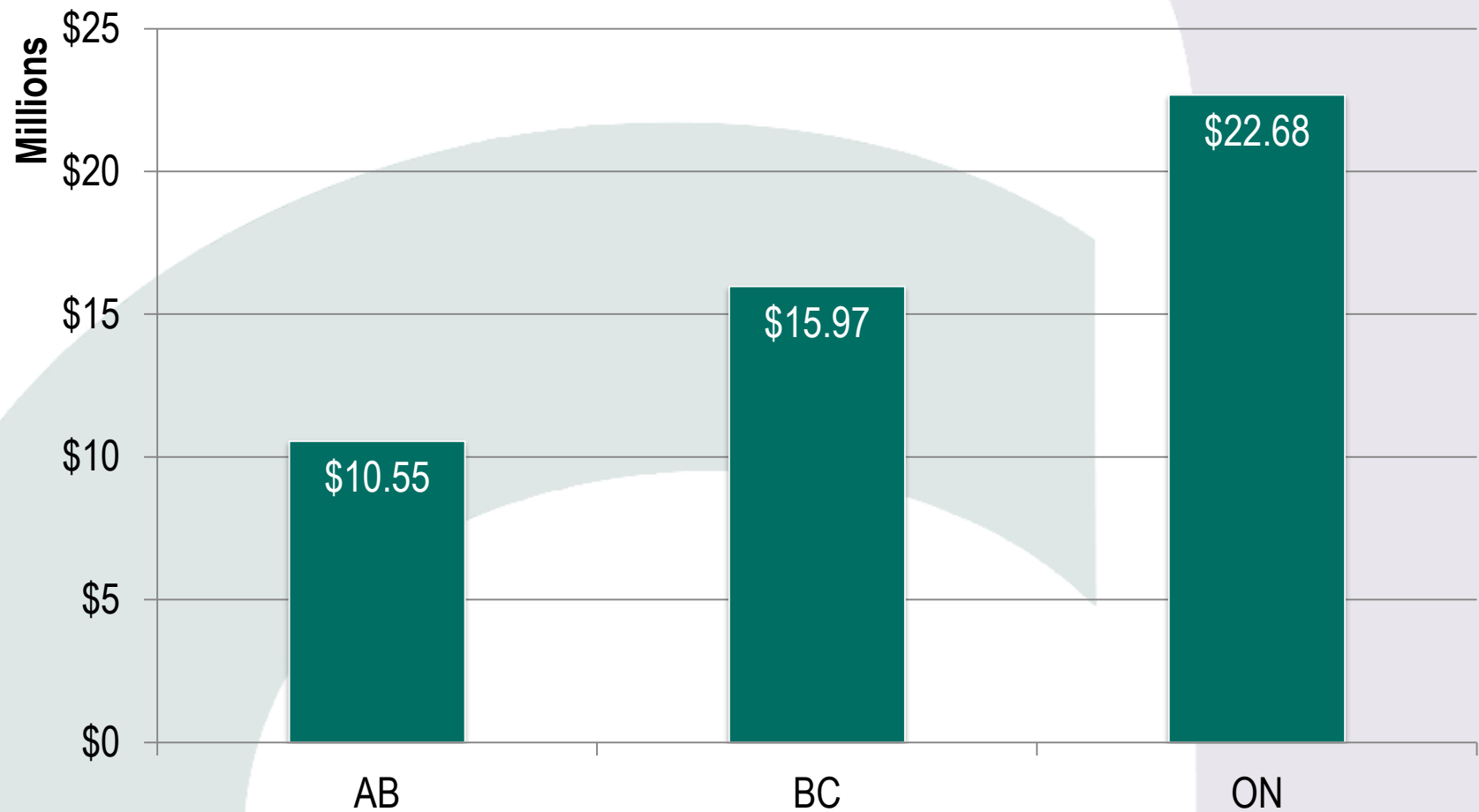
TOTAL NUMBER OF CLAIMS REPORTED TO SYSTEM ADMINISTRATOR (WCB)



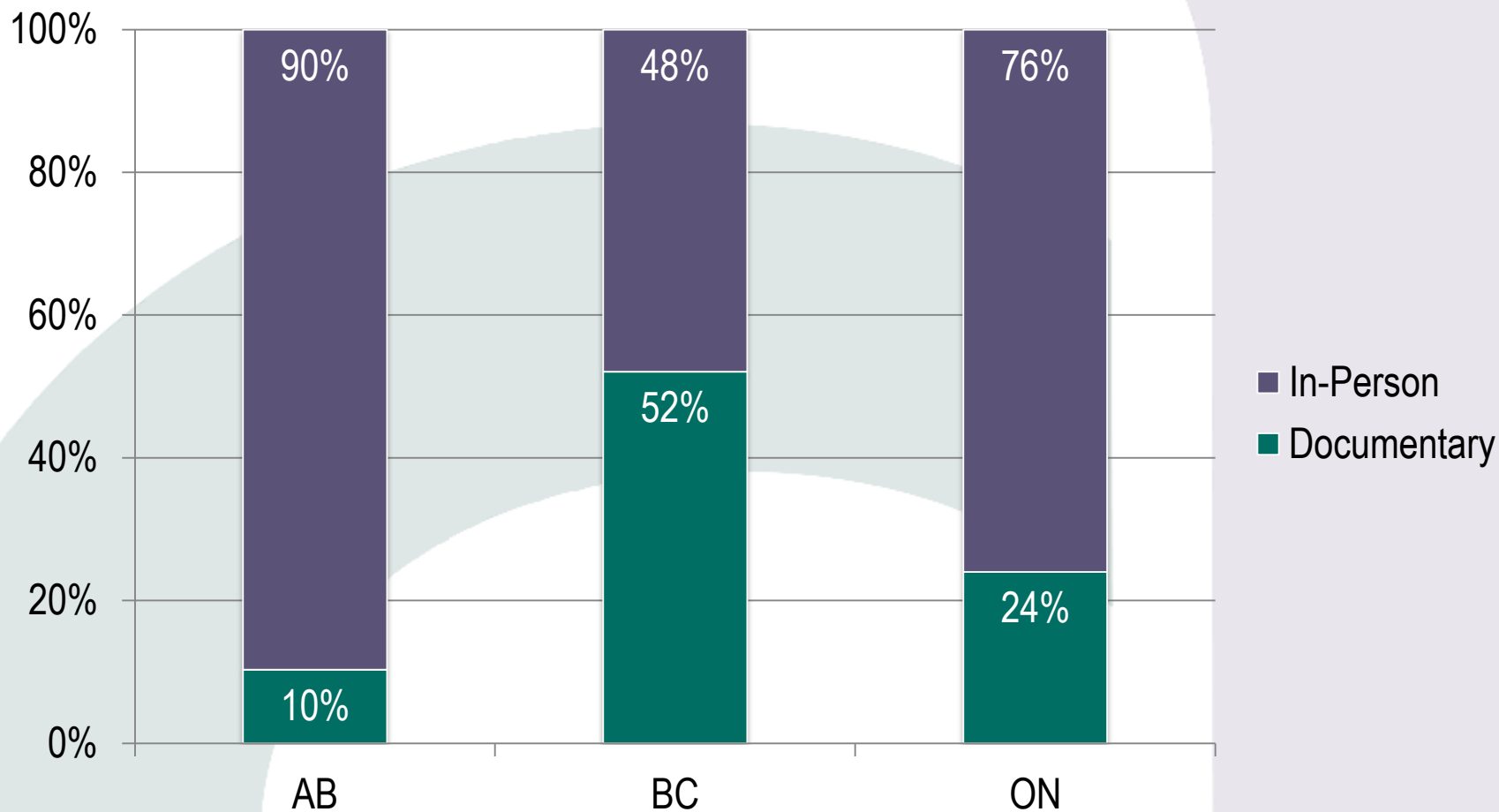
APPEALS RECEIVED



EXTERNAL APPEAL BUDGET

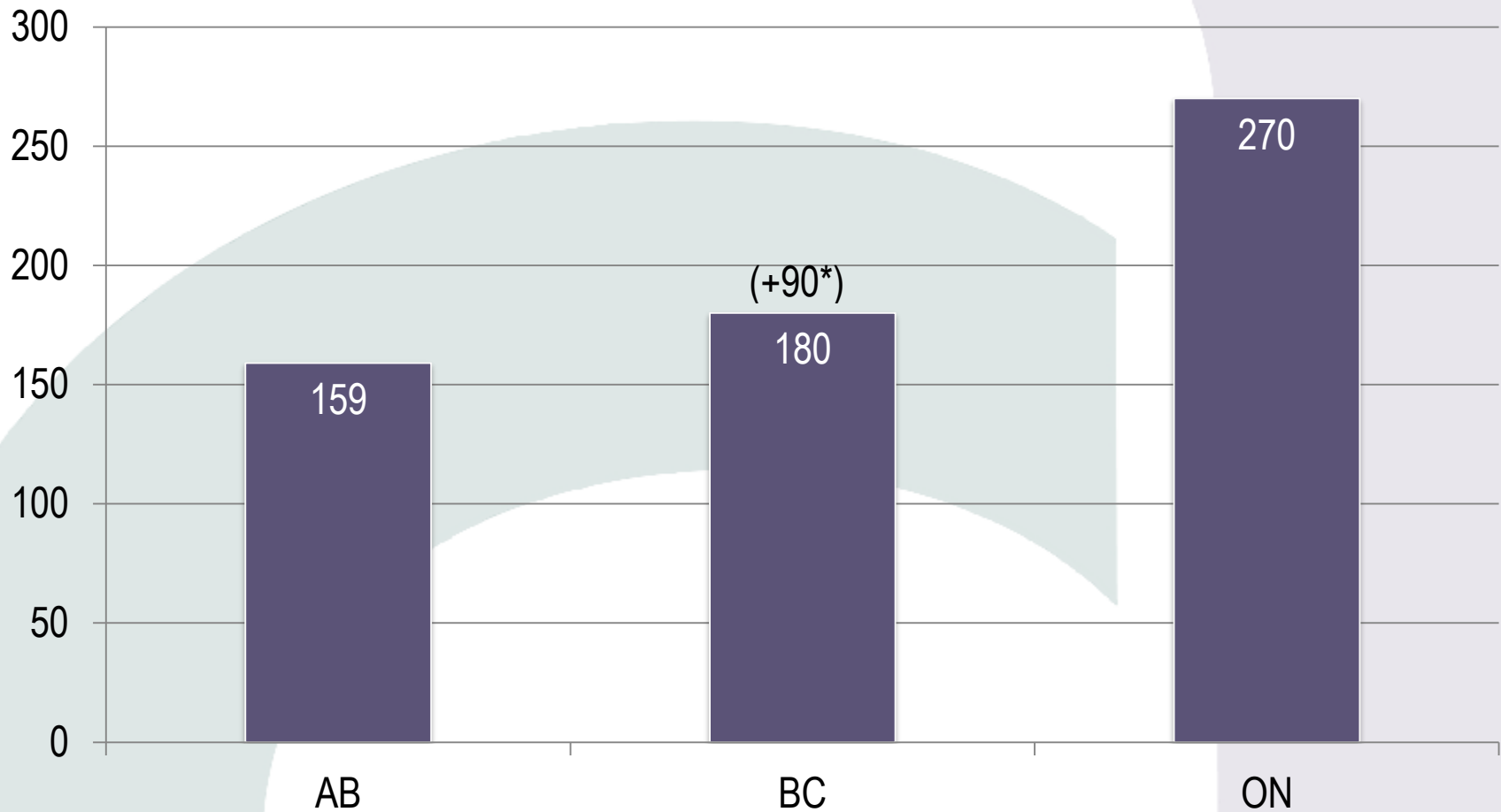


DOCUMENTARY / IN-PERSON HEARINGS



TIMELINE

RECEIPT OF APPEAL TO DECISION

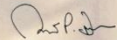


IPAC Award
for Innovative
Management

Prix IPAC
pour gestion
innovatrice

2
0
1
6

Finalist
Finaliste



Dr Robert Taylor
Chief Executive Officer / Chef de la direction générale
Institute of Public Administration of Canada
L'Institut d'administration publique du Canada



In recognition of
Appeals Commission for Alberta
Workers' Compensation

for
Electronic Information Access
Project



Ralph Chapman
Vice President / Vice Président
Public Sector Industries / Industries du Secteur public
IBM Canada

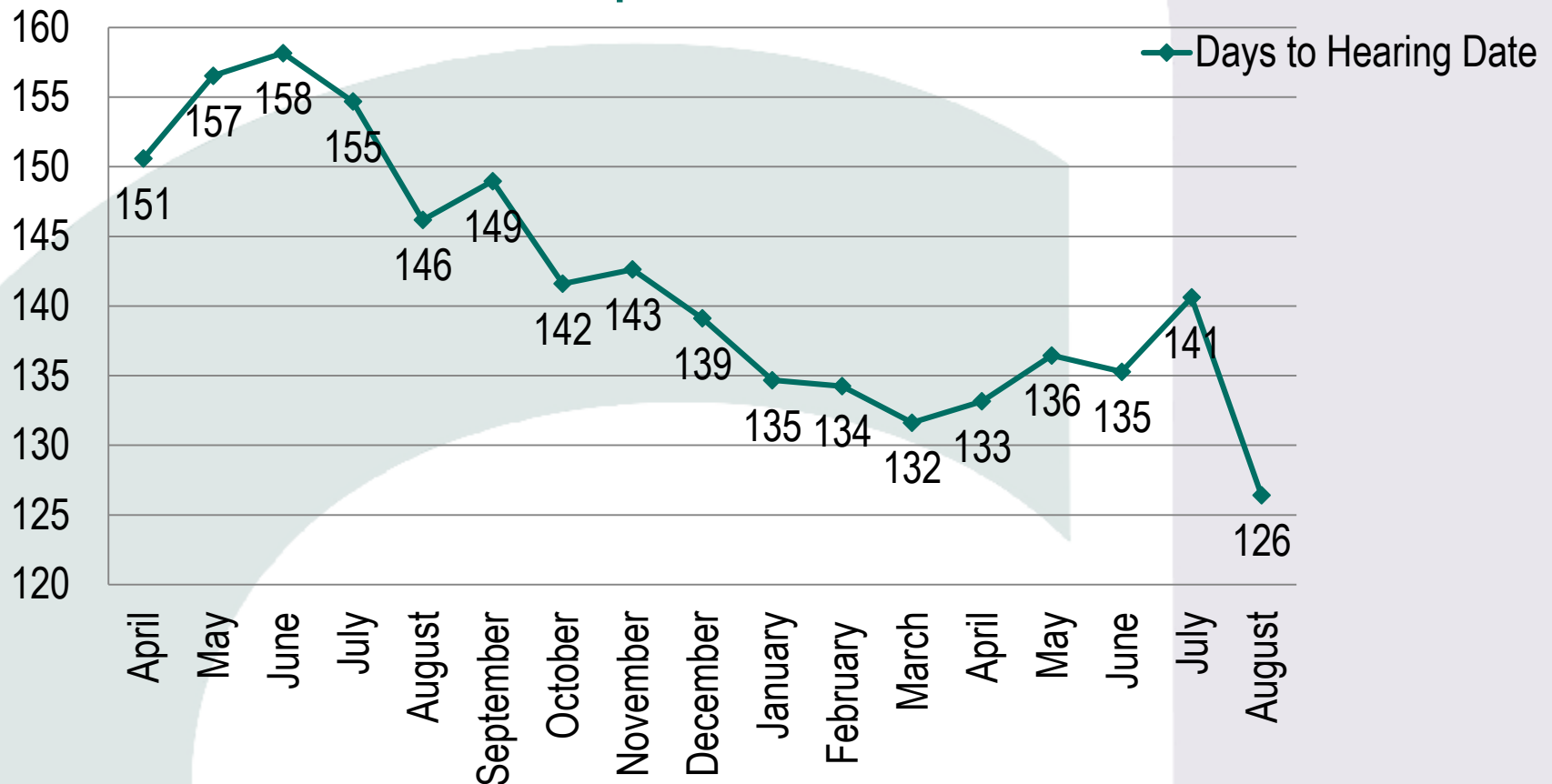


En reconnaissance de
Commission d'appel pour
l'indemnisation des travailleurs
de l'Alberta

pour
Projet sur l'accès à l'information
électronique

TIMELINE: NOTICE OF APPEAL TO HEARING DATE

April 2015 - Present



AUDITOR GENERAL

- No adverse findings





QUESTIONS?