



Appeals
Commission

for Alberta Workers' Compensation

11th Annual General Meeting

April 30, 2012 to March 31, 2013

Welcome !



CEO & Chief Appeals Commissioner

- Welcome to our 11th Annual General Meeting!

Agenda

- Welcome from the Chief Appeals Commissioner
- Message from the Minister and Associate Minister
- Who We Are and What We Do
- Our Vision, Mission and Values
- Ministry of Human Services Consolidated Statement of Operations
- Semi-Annual Report of the Auditor General
- Additional Operating Information
- Alberta Public Agencies Governance Act
- Questions ?

Message from the Minister and the Associate Minister



Minister Dave Hancock, QC



Associate Minister Frank Oberle

In 2013, Human Services prepared a business plan that identified the priorities of the Ministry. One of the Ministry's goals is for Alberta to have fair, safe, healthy and inclusive workplaces and a skilled labour force that contributes to economic prosperity. This includes providing timely and fair appeal services through the Appeals Commission for Alberta Workers' Compensation.

Who We Are and What We Do



Rifath Mohammed,
Vice-Chair



Douglass Tadman,
CEO & Chief Appeals
Commissioner



Donna Maxwell,
Acting Vice-Chair

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Our Vision, Mission and Values

•Our Vision

“The Leader in Innovative Appeal Services”.

•Our Mission

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

•Our Values

- ***Respect: We respect all persons treating them with honesty and integrity.***
- ***Excellence: We are committed to excellence in service through quality and consistency.***
- ***Fairness: We achieve fairness through being impartial and unbiased.***
- ***Co-operation: We achieve co-operation through sincere, open communication and teamwork.***

Ministry of Human Services Consolidated Statement of Operations

**MINISTRY OF HUMAN SERVICES
CONSOLIDATED STATEMENT OF OPERATIONS
Year ended March 31, 2013**

	2013		2012	
	Budget	Actual	Actual	
	(Schedule 4)		(Restated Note 3)	
	(in thousands)			
Revenues (Schedule 1)				
Federal Government Grants				
Services on First Nations Reserves	\$ 45,048	\$ 52,607	\$	44,546
Rehabilitation of Disabled Persons	25,190	25,190		25,190
Labour Market Development	173,073	177,065		172,800
Other Transfers	25,195	27,704		26,535
Premium, Fees and Licences	6,265	6,628		6,034
Other Revenue	60,577	66,071		67,823
	<u>335,348</u>	<u>355,265</u>		<u>342,928</u>
Expenses - Directly Incurred (Note 2b and Schedule 9)				
Program (Schedules 3 and 6)				
Ministry Support Services	45,780	41,840		46,859
Employment	972,622	952,019		948,674
Child Intervention	682,491	670,624		622,060
Child Care	264,487	258,549		244,337
Assured Income for Severely Handicapped	1,060,407	1,034,460		805,504
Support to Persons with Disabilities	682,642	702,267		642,563
Public Guardian and Trustee Services	27,473	28,835		26,193
Family Support for Children with Disabilities	147,830	138,124		133,622
Family and Community Support Services	76,124	75,941		75,938
Homeless Support	110,033	109,633		96,843
Implementation of Alberta Supports	13,950	11,172		8,224
Early Intervention Services for Children and Youth	95,253	101,699		94,777
Prevention of Family Violence and Bullying	42,163	41,635		41,417
Workplace Standards	46,107	46,804		42,891
Labour Relations Board	3,162	3,207		2,940
Appeals Commission for Alberta Workers' Compensation	10,358	9,942		9,595
	<u>4,280,882</u>	<u>4,226,751</u>		<u>3,842,437</u>
Net Operating Results	<u>\$ (3,945,534)</u>	<u>\$ (3,871,486)</u>	<u>\$</u>	<u>(3,499,509)</u>

The accompanying notes and schedules are part of these financial statements.

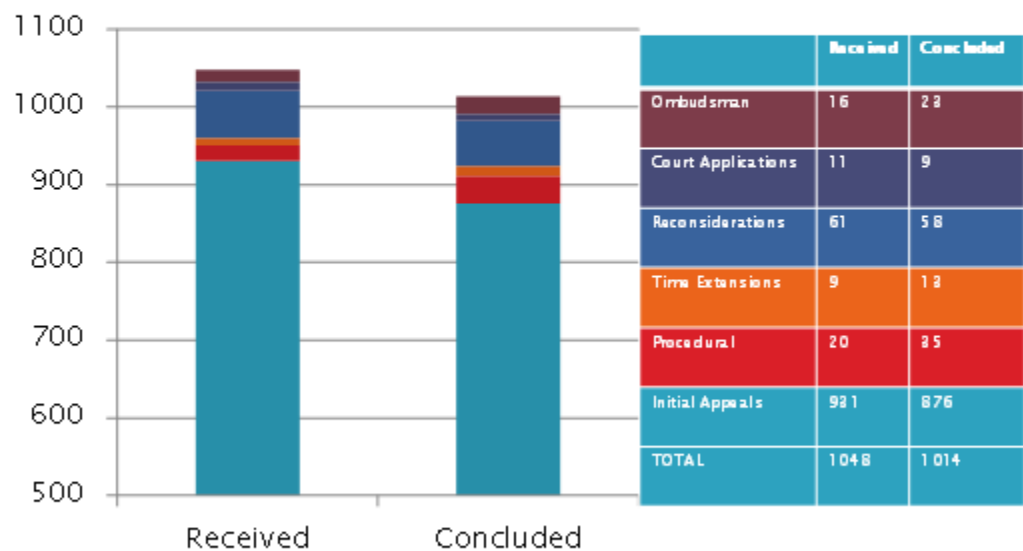


Semi-Annual Report of the Auditor General

The Auditor General of Alberta has completed the 2012-2013 audit of the Ministry of Human Services, to which the Appeals Commission is accountable. The Auditor General did not perform an audit on the Appeals Commission. The audit of the Ministry did not result in any specific recommendations to the Appeals Commission.

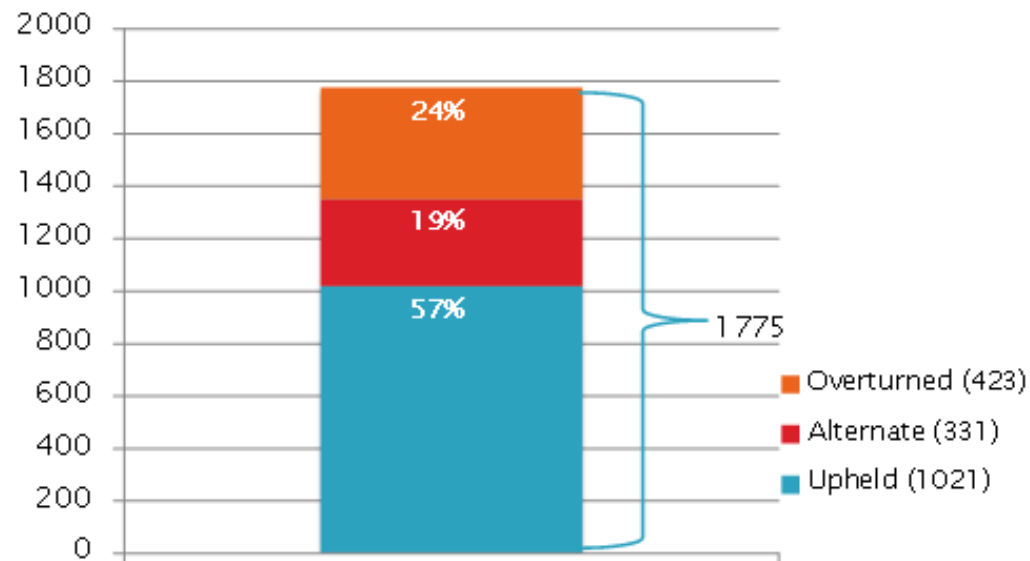
Additional Operating Information

Fiscal year at a glance



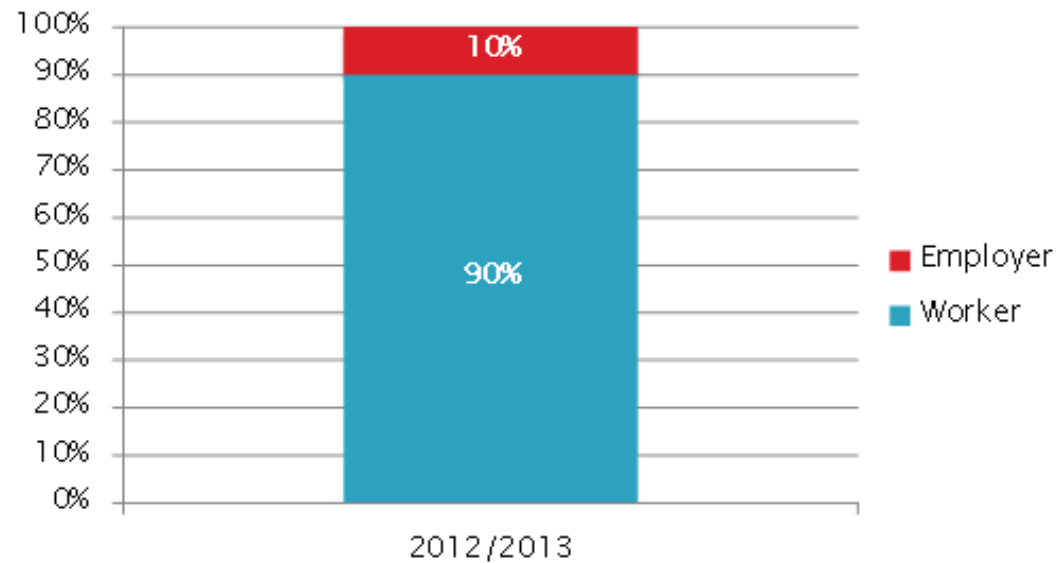
Additional Operating Information

Finalized Issues of Appeal



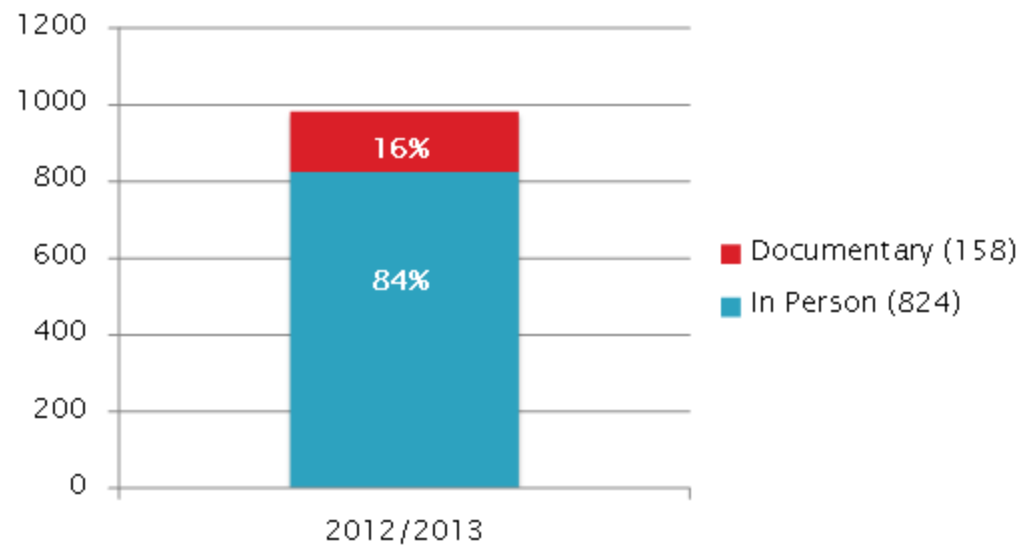
Additional Operating Information

Appellant



Additional Operating Information

Types of Hearings



Additional Operating Information

Performance Measures a) Timeliness

	2010-11	2011-12	2012-13 Target	2012-13 Actual
Standard	154	141	135	135
Complex	176	170	165	153

Additional Operating Information

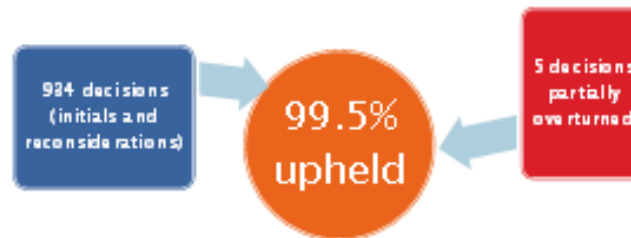
Performance Measures b) Quality (2010-13)

- ▶ **Percentage of decisions supported when:**
 - ◊ Reviewed by the courts
 - ◊ Investigated by the Ombudsman
 - ◊ Reviewed by a reconsideration panel

Target	2010-11	2011-12	2012-13
98%	97.8%	99.2%	99.5%

Additional Operating Information

Performance Measures b) Quality (2012-13)



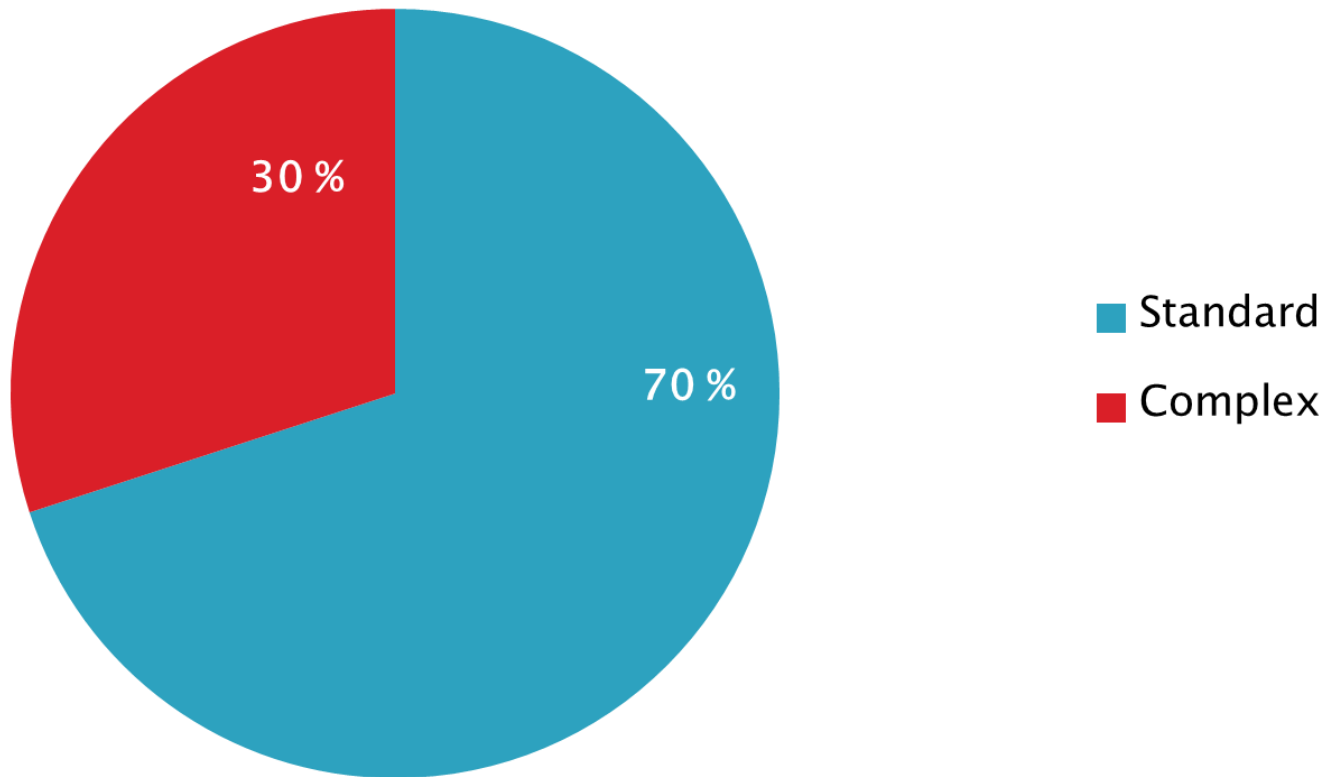
	Received	Upheld	Overtured
Ombudsman	16	15	2 (partially)
Court	11	7	1 (partially)
Reconsiderations	61	59	2

Additional Operating Information

Decision Timelines Hearing to Decision

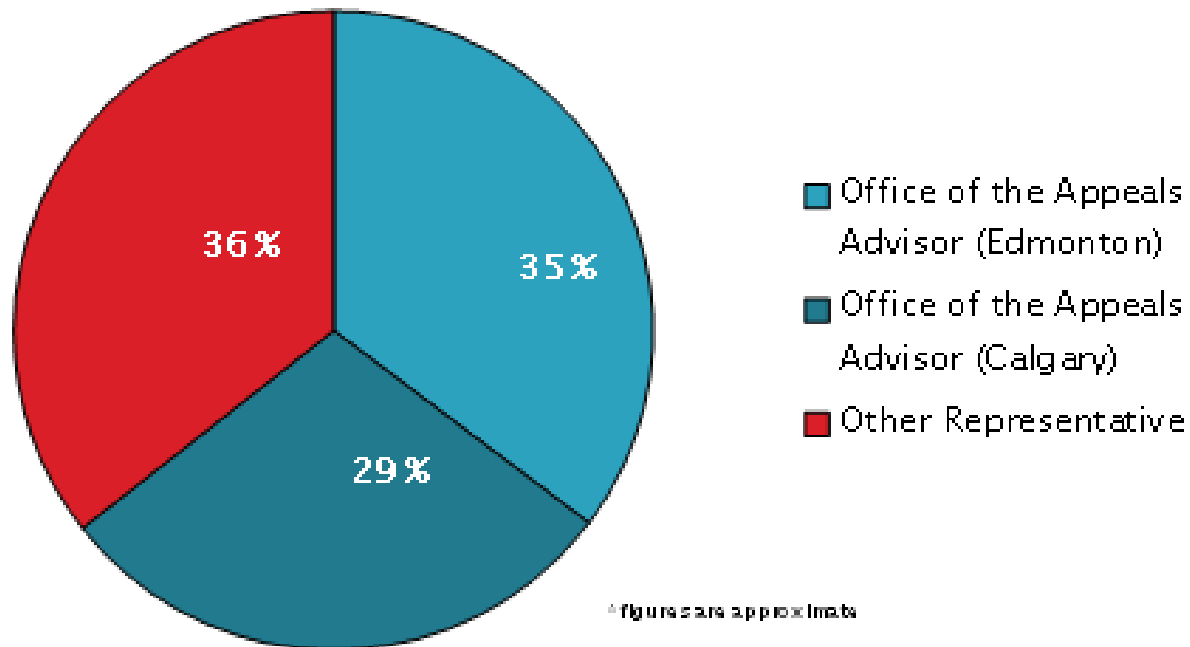
	Target	Actual
Standard	30 days	27.1 days
Complex	30 days	24

Additional Operating Information



Additional Operating Information

Representation



Additional Operating Information

Projections for 2013-14

485

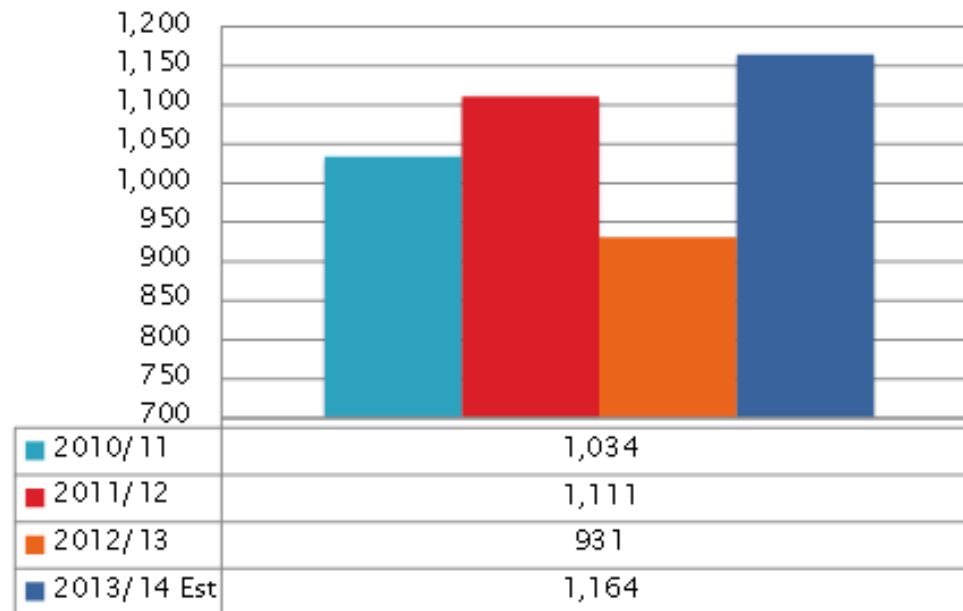
• Applications received
April - August, 2013

1164

• Projected applications
2013-14

Additional Operating Information

Initial Appeals



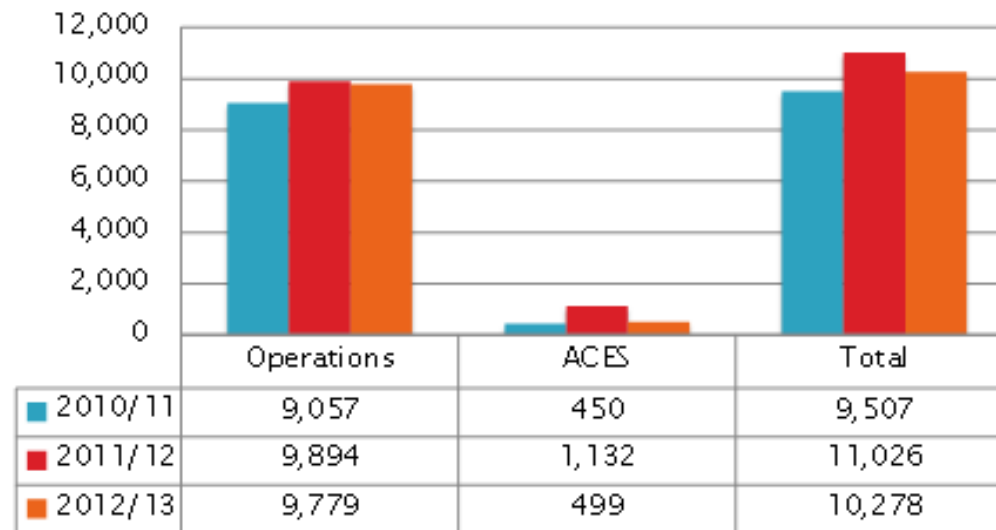
Additional Operating Information

Top 5 Issues

▶ Additional Entitlement	(223)
▶ Rehabilitation Services (PCA/HMA)	(192)
▶ Claim Acceptance	(164)
▶ Temporary Total Disability	(159)
▶ Medical Aid	(114)

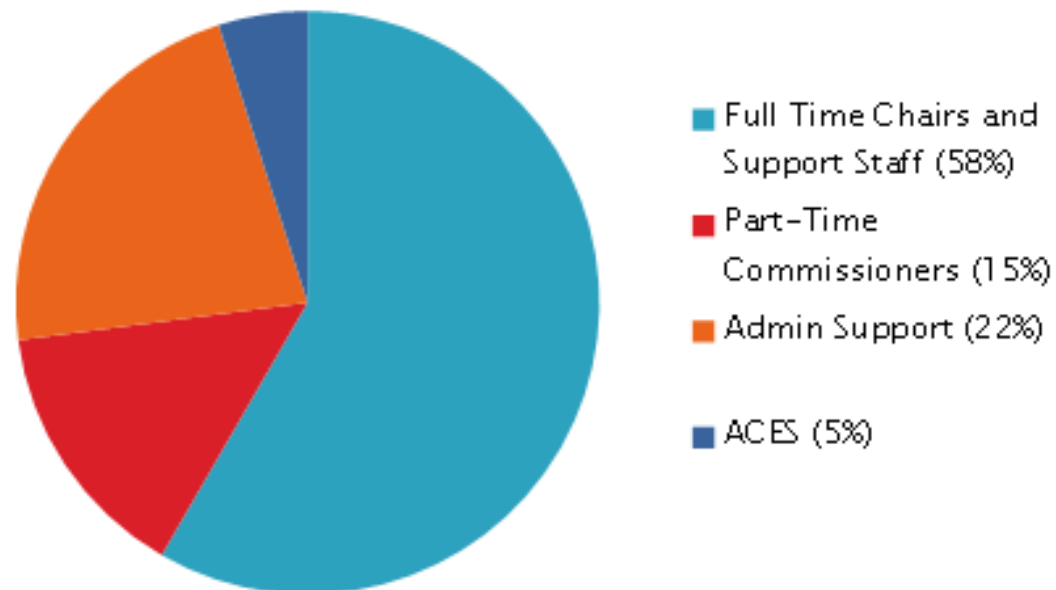
Additional Operating Information

Budget Trends



Additional Operating Information

2012/13 Budget Details



Additional Operating Information

2013/14 Business Plan Highlights

- ▶ Increase Chairs to 20
- ▶ 4 Ad Hoc Chairs
- ▶ Recruit Knowledge Officer
- ▶ Redevelop Edmonton Office
- ▶ Move to Electronic Documents
- ▶ Pilot Electronic Hearing Room

Alberta Public Agencies Governance Act

- Alberta Public Agencies Governance Act
 - S.14(1): Fixed term appointments
 - S.14(2): 12-year term limit – Quasi-Judicial
 - S.14(4): Minister may recommend to Lieutenant Governor term extension of specified appointment
 - S.23(1): Transitional provision permits members who have served for 12 or more years on the coming into force of the legislation to continue to serve until the expiry of their current terms

Questions ?