



# **2019-2020 ANNUAL GENERAL MEETING**

**Dale Wispinski, Chief Appeals Commissioner and CEO**

**July 30, 2020**

# AGENDA

- Appeals Commission Overview
- COVID-19 Response
- Highlights from the Appeals Commission's 2019-2020 Annual Report
- Commission Business Plan Updates

# 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 timely, fair, and independent appeal process consistent with legislation, policy, and the principles of natural justice

# COVID-19 RESPONSE

- Mid-March: transitioned entire team to remote work and seamless transition to remote hearings
- Correspondence and forms accepted by email
- Solution for securely sharing large documents with parties
- Decisions signed and shared electronically
- Gradual re-opening beginning in July

# APPEAL TIMELINES

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

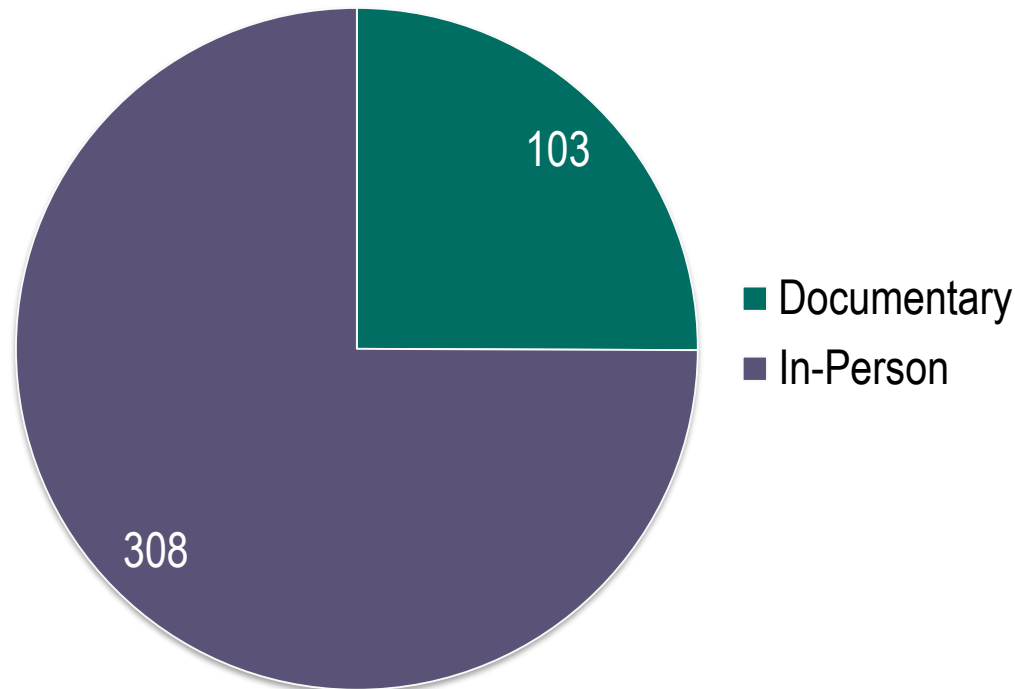
Target	2017-2018	2018-2019	2019-2020
150 days	127 days	137 days	170 days

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

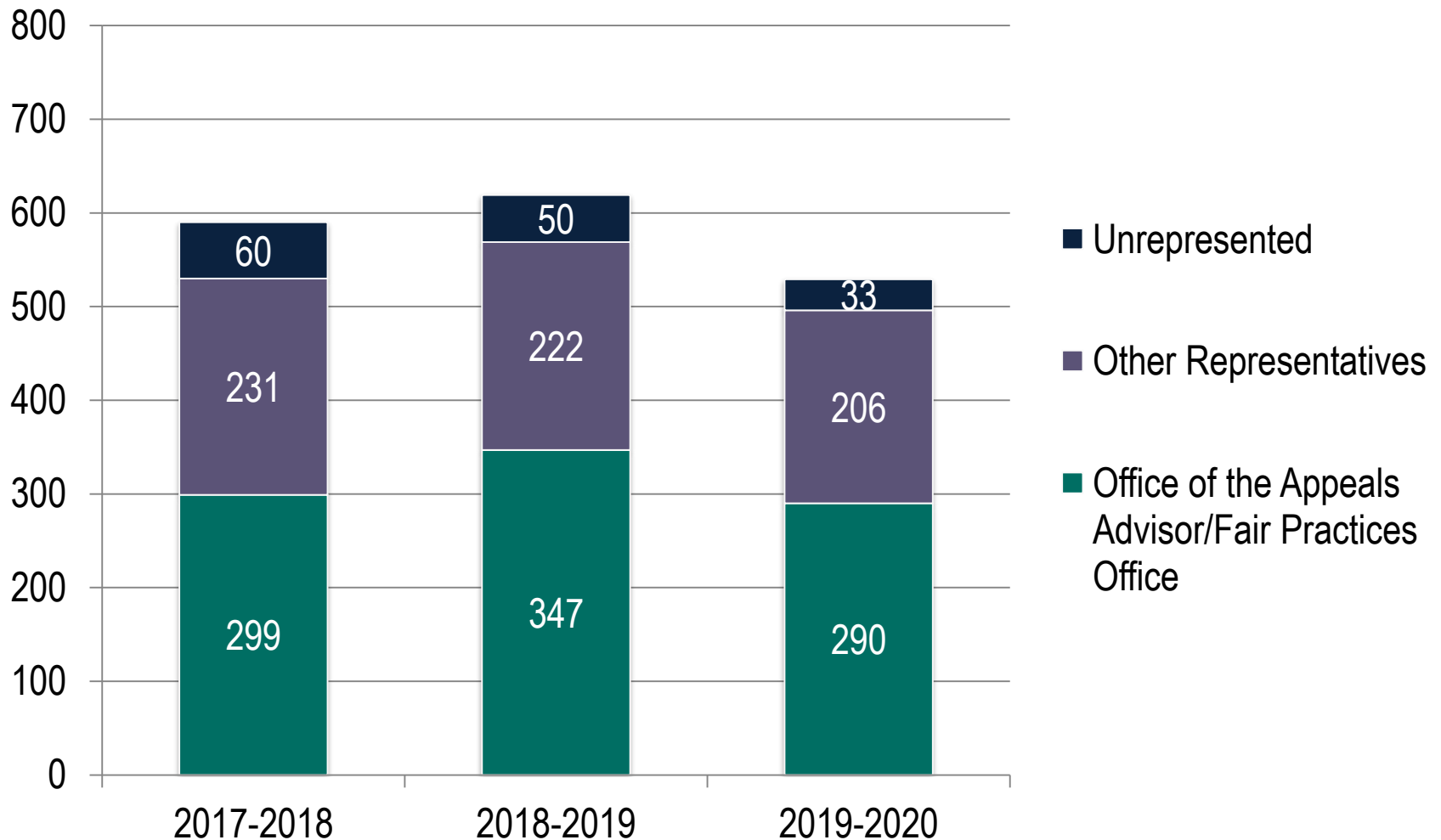
Target	2017-2018	2018-2019	2019-2020
30 days	37 days	44 days	46 days

# TYPES OF HEARINGS

- The Appeals Commission holds in-person and documentary hearings. The type of hearing is requested by a party and ultimately decided by the Appeals Commission.
- In 2019-2020, we conducted 308 in-person hearings in our Edmonton and Calgary offices. We also held 103 documentary hearings.



# REPRESENTATION BEFORE THE APPEALS COMMISSION



# APPEALS RECEIVED

<b>Application Type</b>	<b>2017-2018</b>	<b>2018-2019</b>	<b>2019-2020</b>
Time Extensions	30	18	11
Reconsiderations	66	45	50
Initial Appeals	710	552	507

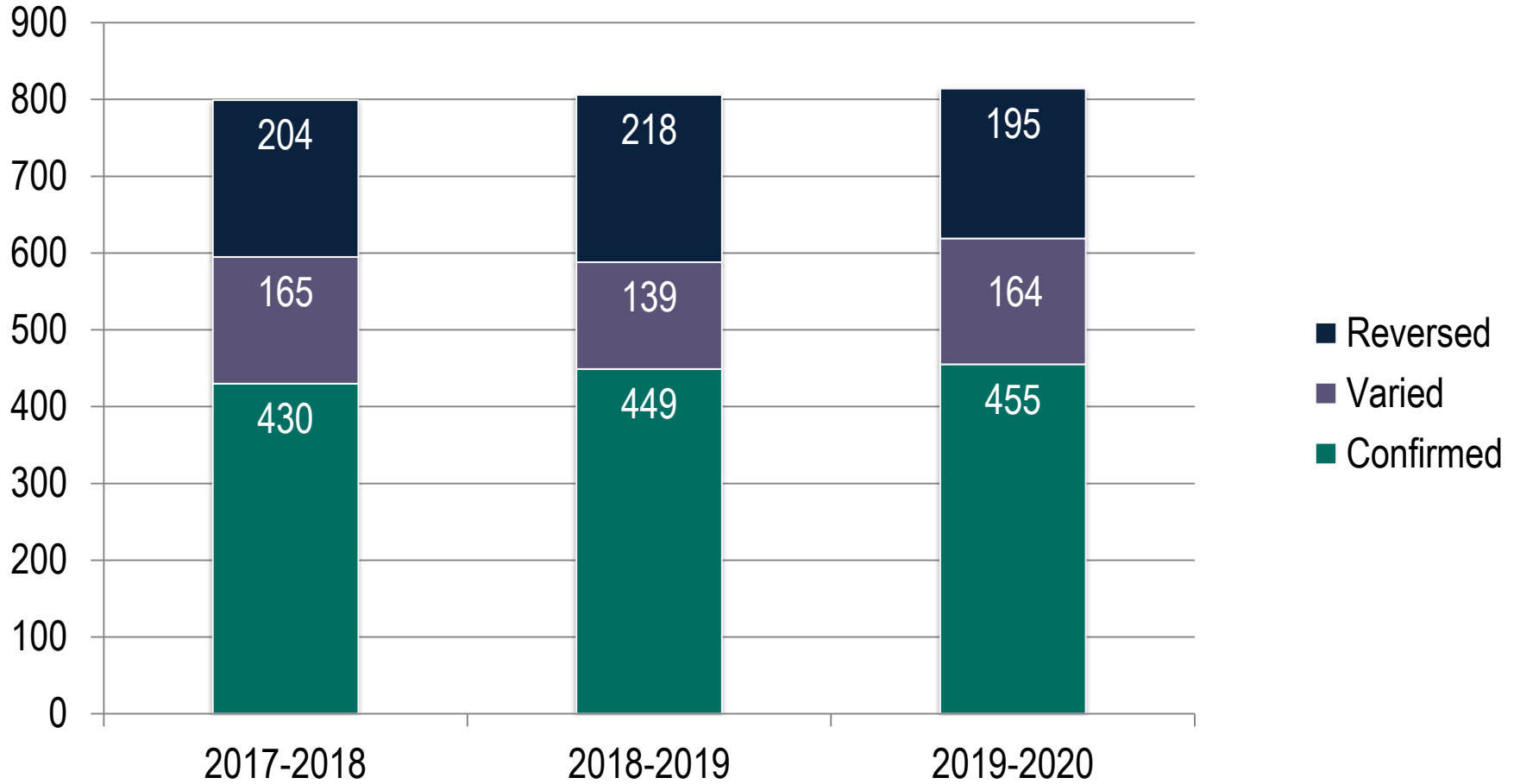
# APPEALS CONCLUDED

<b>Application Type</b>	<b>2017-2018</b>	<b>2018-2019</b>	<b>2019-2020</b>
Time Extensions	27	22	16
Reconsiderations	63	33	62*
Initial Appeals	590	619	529

\*As a result of legislative changes in 2018, the Appeals Commission processed three types of reconsideration applications in 2019-2020. We concluded five pre-2018 reconsideration requests, 41 applications underwent preliminary reviews, and 16 applications proceeded to a threshold test.



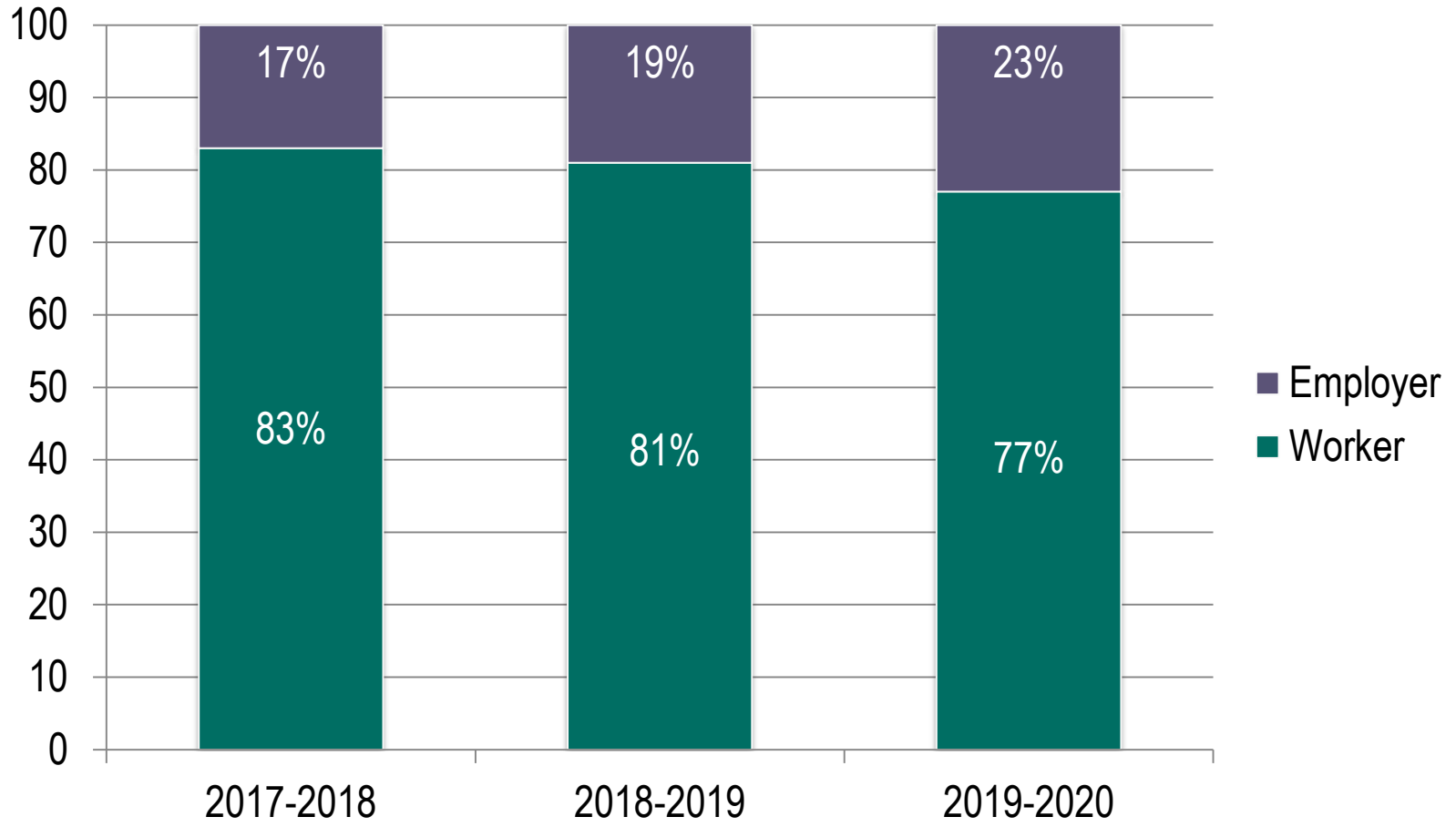
# FINALIZED ISSUES OF APPEAL



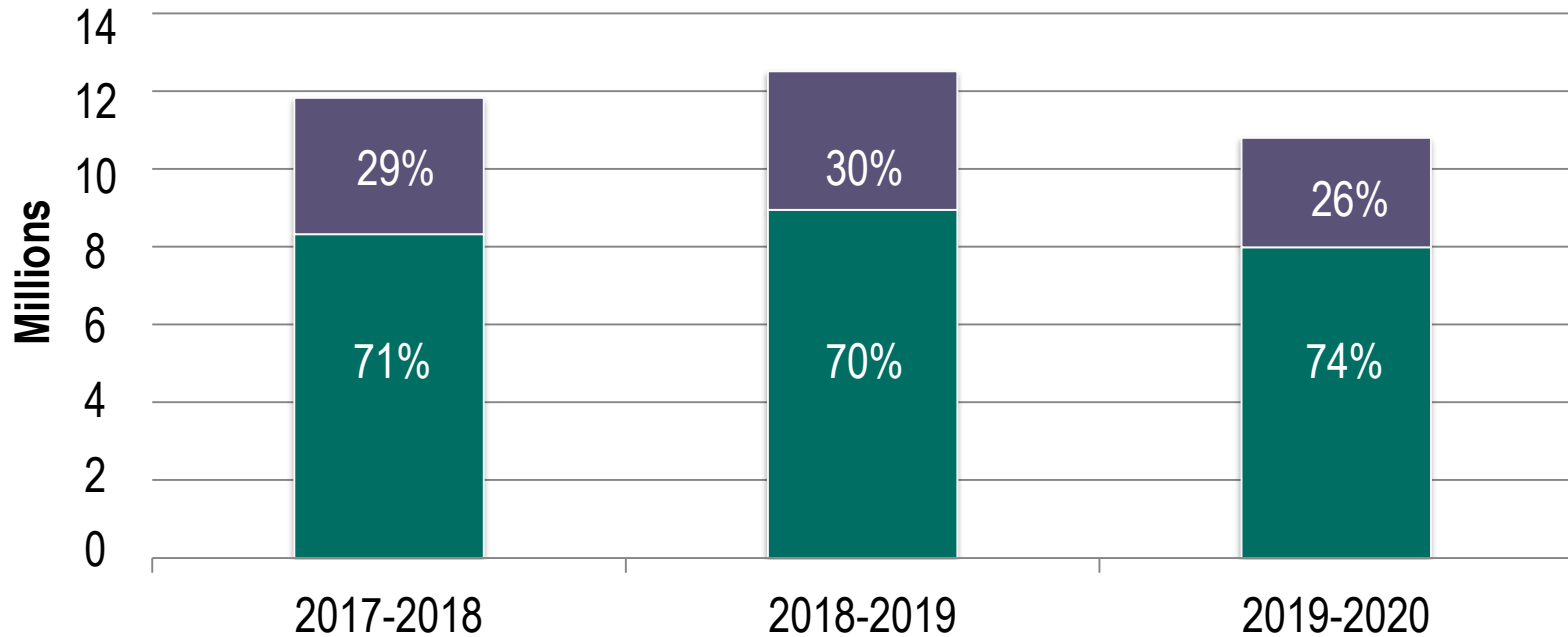
# TOP FIVE ISSUES OF APPEAL



<b>Issues of Appeal</b>	<b>2018-2019</b>	<b>2019-2020</b>
1. Additional Entitlement	189	176
2. Acceptability of Claim	149	127
3. Temporary Total Disability	102	95
4. ELP Calculation	88	91
5. Rehabilitation Services	69	67

# APPELLANT TYPE

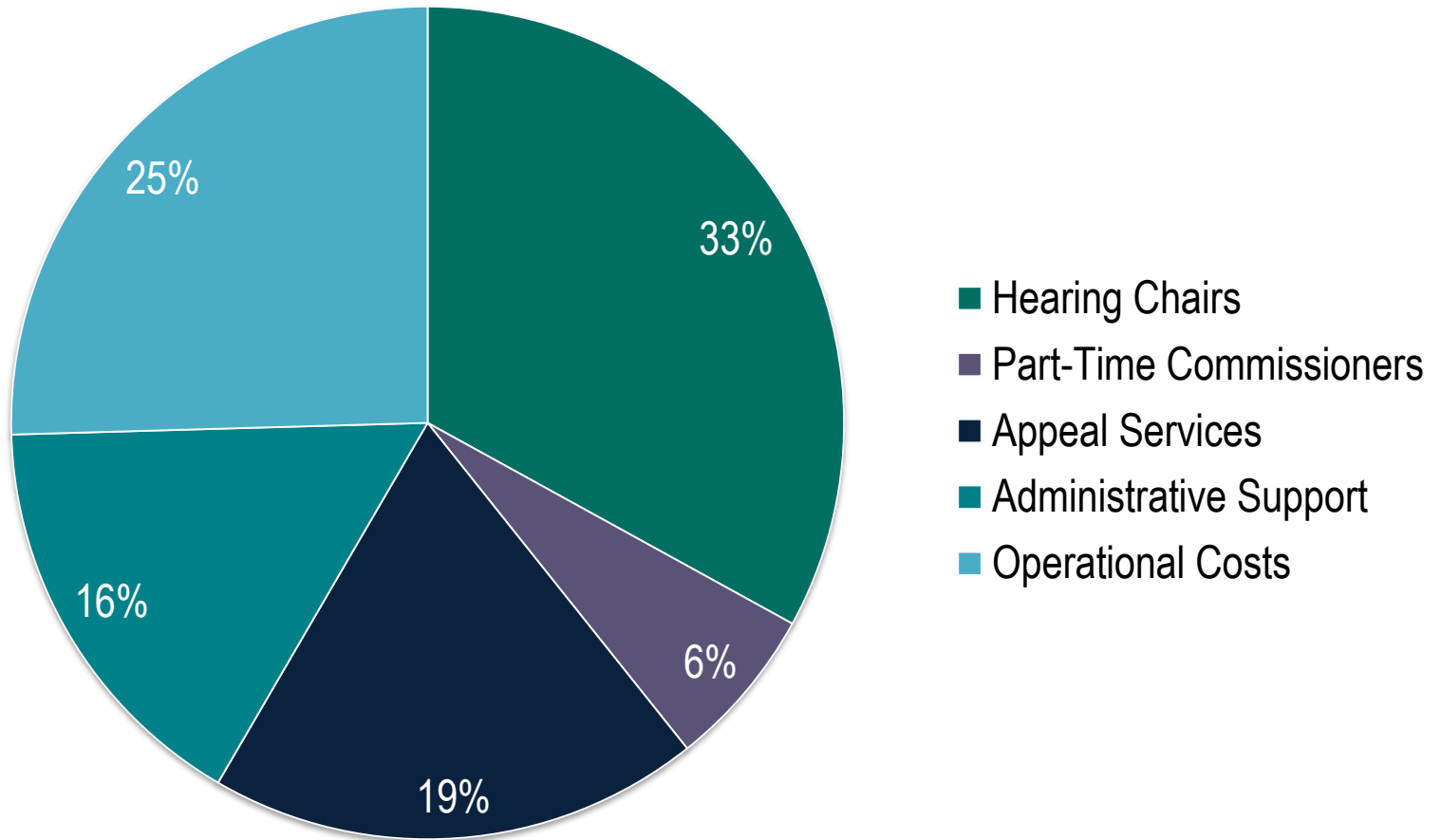


# COST OVERVIEW



 Administrative Costs	\$3,506,543	\$3,565,895	\$2,807,314
 Staffing Costs	\$8,317,186	\$8,945,290	\$7,987,564
<b>Total Expenditures</b>	<b>\$11,823,729</b>	<b>\$12,511,185</b>	<b>\$10,794,878</b>

# EXPENDITURE DETAILS



# DECISION REVIEW



2019-2020	Concluded	Actions
Ombudsman	0	0
Court (QB and Appeal)	10	0
Reconsideration Requests	62	4
Fair Practices Office	0	0

# COMMISSION BUSINESS PLAN UPDATES

- Update to vision, mission, values
  - Commitment to stakeholder engagement
  - Booking and scheduling review
  - Plain language decision writing
  - Respectful workplace initiative
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- What's next: online form submission, post-hearing feedback, enhanced resources for parties



**QUESTIONS/COMMENTS?**