



2020-2021 ANNUAL GENERAL MEETING

Dale Wispinski, Chief Appeals Commissioner and CEO

July 21, 2021

AGENDA

- Appeals Commission Overview
- COVID-19 Response
- Highlights from the Appeals Commission's 2020-2021 Annual Report
- Commission Business Plan Updates
- Bill 47 Updates

APPEALS COMMISSION OVERVIEW

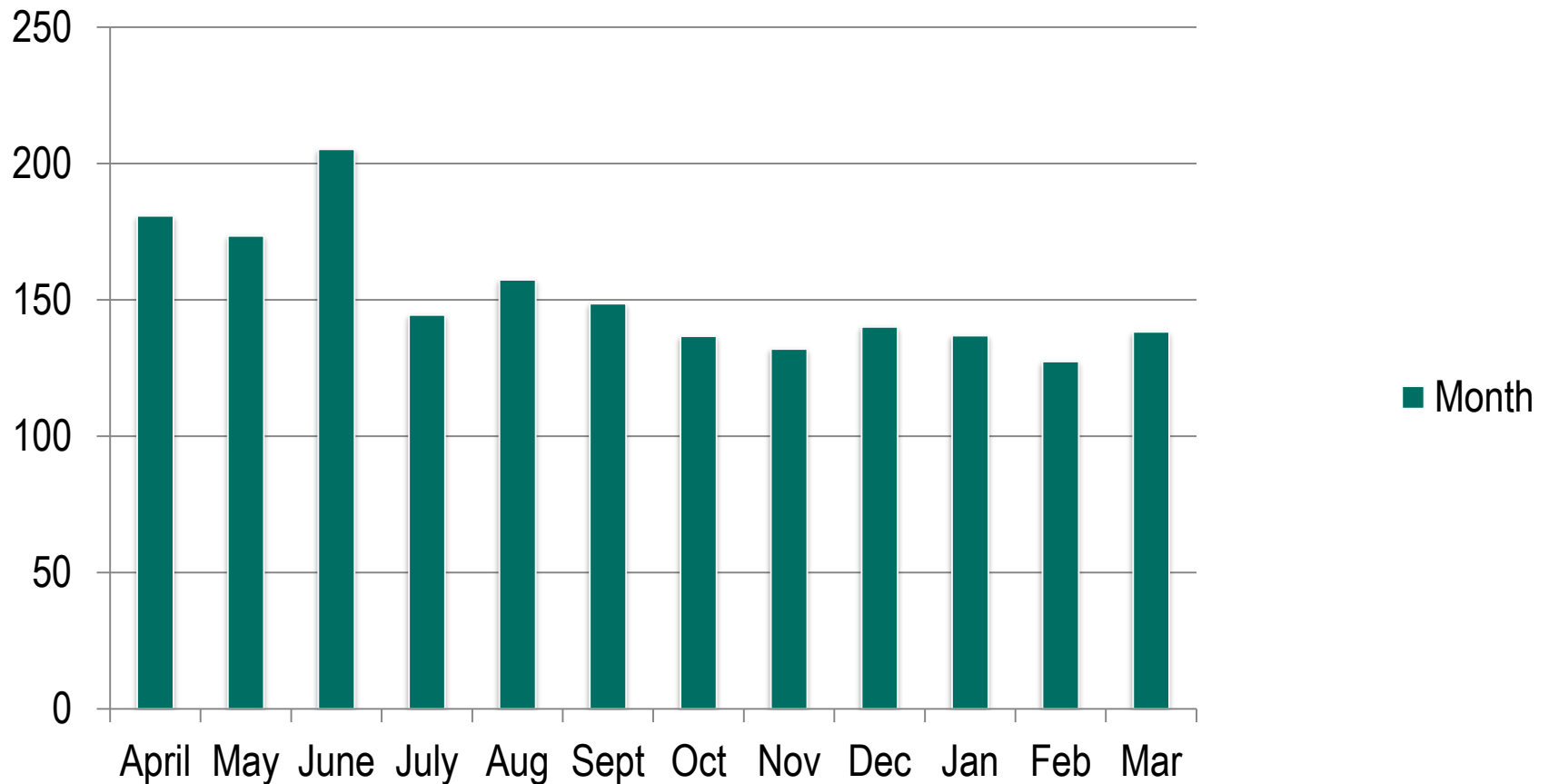
- Quasi-judicial, expert tribunal
- Final level of review of decisions made by the WCB's review body
- Independent from WCB; arm's length from Government; service to Albertans
- Provide a fair, client-focused appeal experience
- On April 1, 2021, became responsible for the operation and administration of two new programs: the Advisor Office and the Medical Panels Program

COVID-19 RESPONSE

- Remote work and hearings for most of the fiscal year
- Enhanced use of electronic correspondence
- Re-opening plans underway

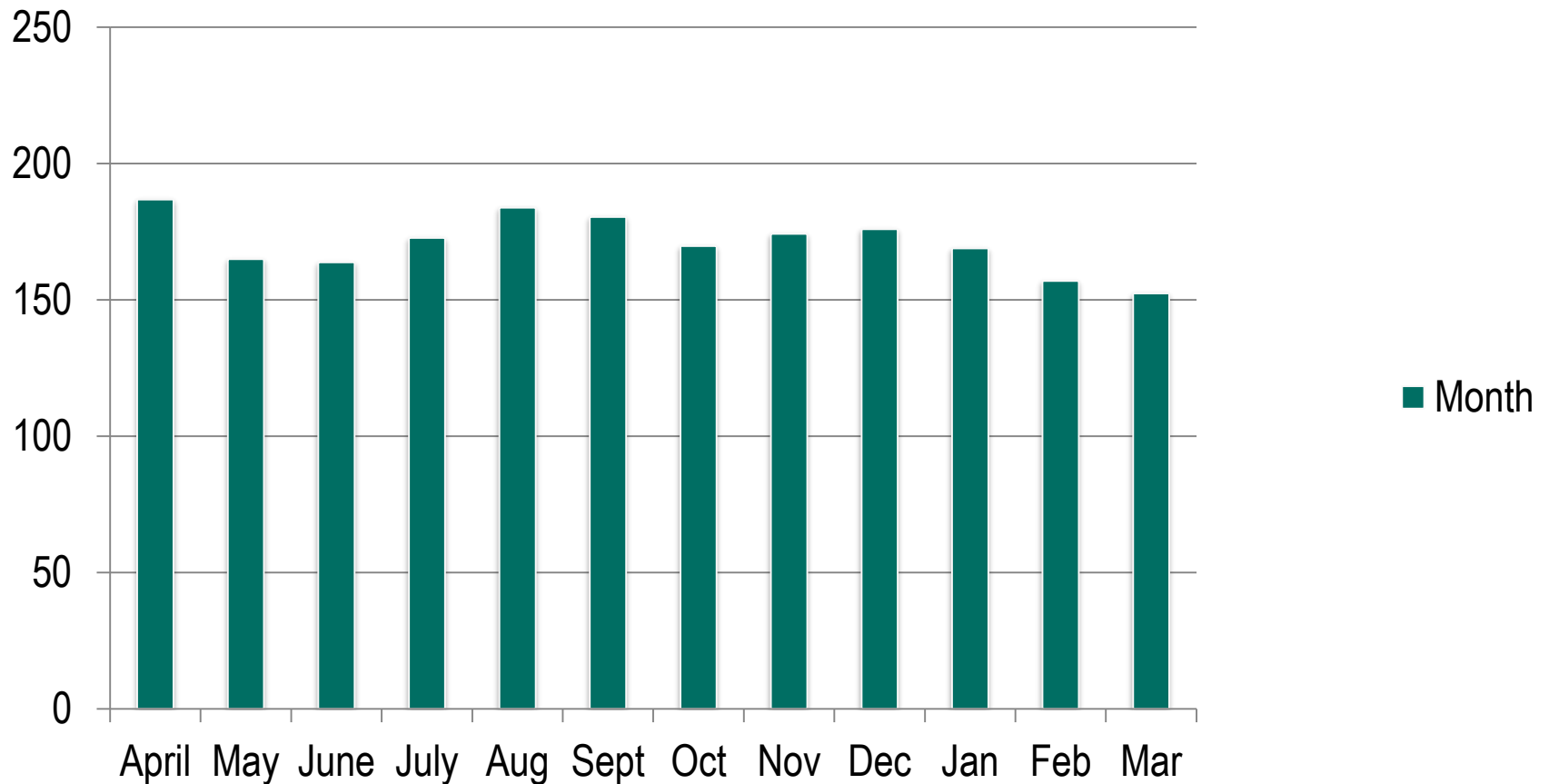
PRE-HEARING TIMELINES

Average number of days from appeal successfully filed to first available hearing date (real-time).



PRE-HEARING TIMELINES

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



DECISION TIMELINES

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

Target	2018-2019	2019-2020	2020-2021
30 days	44 days	46 days	28 days

Decisions Issued	2018-2019	2019-2020	2020-2021
0-30 days	53.93%	54.32%	67.74%
31-60 days	23.22%	21.73%	24.42%
61-90 days	11.42%	12.64%	6.68%
91+ days	11.42%	11.31%	1.15%

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 2020-2021, we conducted 294 hearings, which includes hearings by teleconference, videoconference, and seven in a modified, safe hearing room in our Edmonton office. We also held 156 documentary hearings.

Hearing Type	2020-2021
Teleconference	253
Documentary	156
Video Conference	33
In-Person	7
In-Person/Teleconference	1

REPRESENTATION BEFORE THE APPEALS COMMISSION

- The majority of appeal participants appear before the Appeals Commission with the assistance of a representative.
- In 2020-2021, 51% of appeal participants appeared with a representative from the Fair Practices Office, 40% appeared with other representatives (for example, lawyers or family members), and 9% represented themselves.

APPEALS RECEIVED

Application Type	2018-2019	2019-2020	2020-2021
Time Extensions	18	11	4
Reconsiderations	45	50	48
Initial Appeals	552	507	467

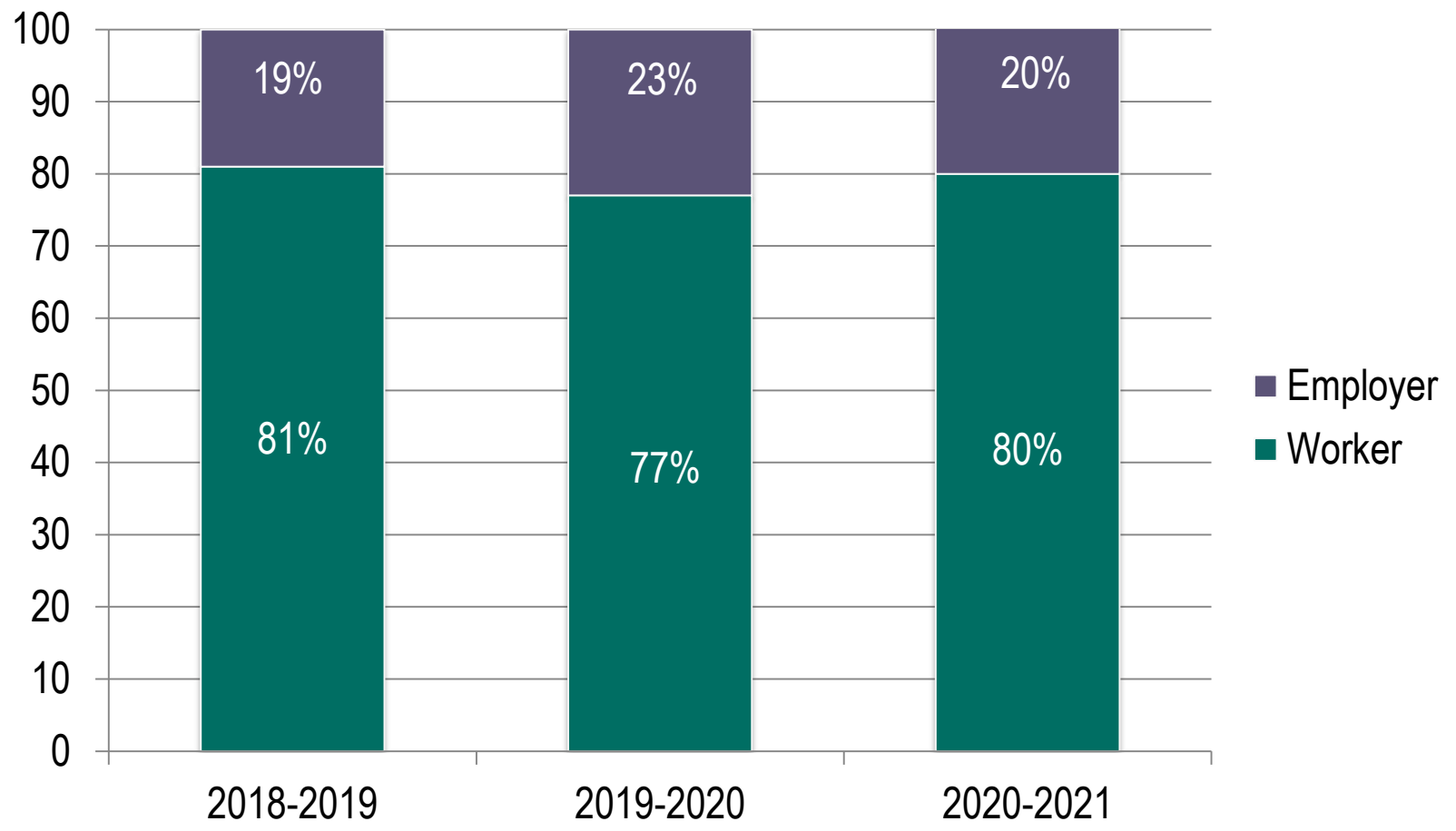
APPEALS CONCLUDED

Application Type	2018-2019	2019-2020	2020-2021
Time Extensions	22	16	4
Reconsiderations	33	62	83
Initial Appeals	619	529	494

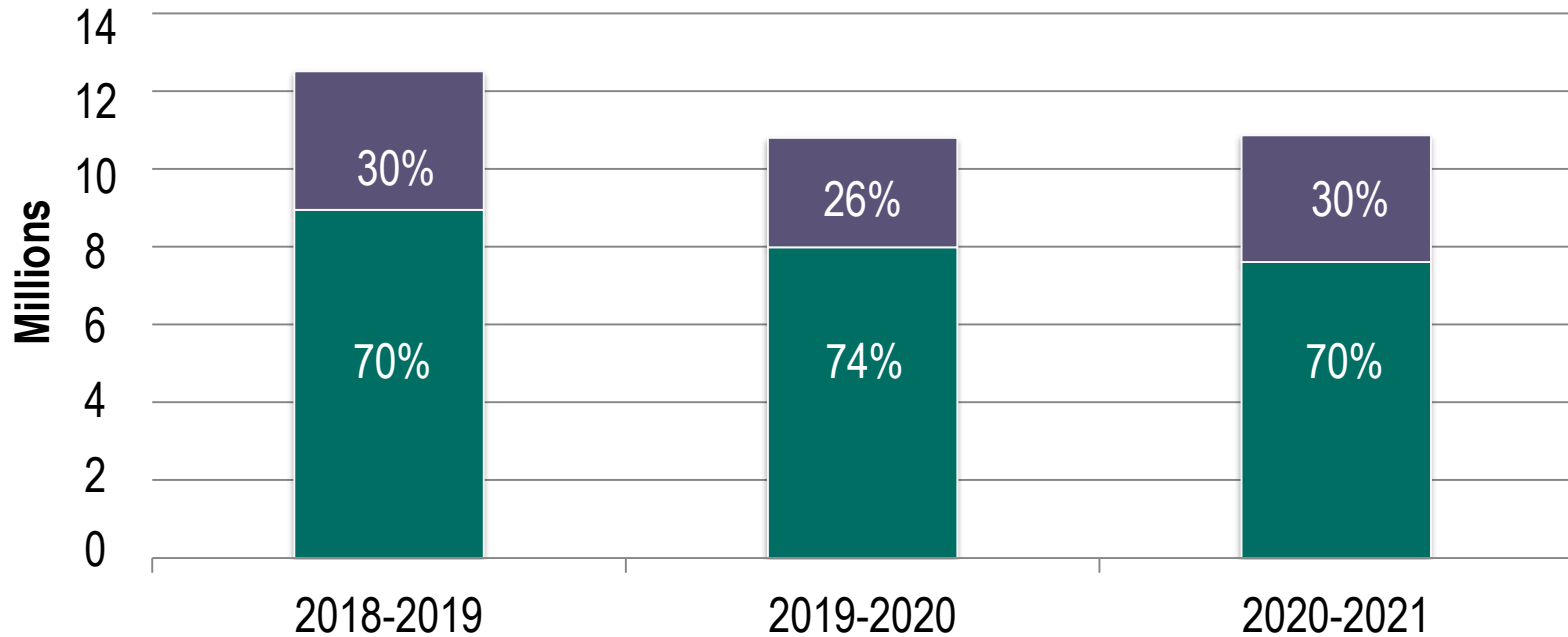
TOP FIVE ISSUES OF APPEAL

Issues of Appeal	2020-2021
1. Acceptability of Claim	109
2. Additional Entitlement	53
3. Temporary Total Disability	42
4. ELP Calculation	34
5. Medical Aid Responsibility	33

APPELLANT TYPE

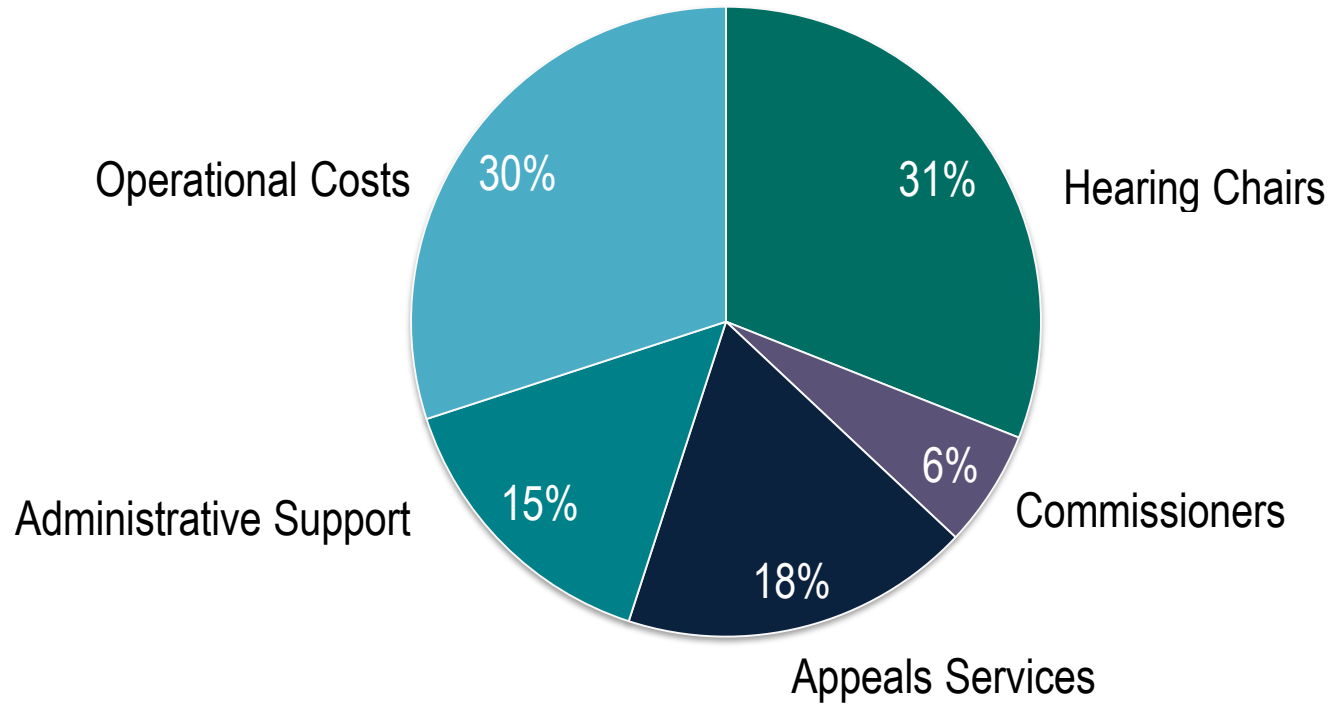


COST OVERVIEW



Administrative Costs	\$3,565,895	\$2,807,314	\$3,253,817
Staffing Costs	\$8,945,290	\$7,987,564	\$7,607,502
Total Expenditures	\$12,511,185	\$10,794,878	\$10,861,320

EXPENDITURE DETAILS



DECISION REVIEW



2020-2021	Concluded	Actions
Ombudsman (informal)	5	1
Court (QB and Appeal)	8	2
Reconsideration Requests	48	11
Fair Practices Office	4	0

COMMISSION BUSINESS PLAN UPDATES

- Enhanced electronic communications and web-based form submission
- Updated service standards with transparent service complaint process
- Respect, Equality, Diversity and Inclusion Committee
- What's next: Access to Justice assessment, client exit survey

BILL 47 UDPATES

- Two new independent programs: Advisor Office and Medical Panels Program
- Comprehensive Governance and Independence Framework
- Priorities:
 - Performance tracking and monitoring
 - Recruitment
 - Process improvements and red tape reduction
 - Stakeholder outreach



QUESTIONS/COMMENTS?