

Serving injured workers in an evolving workforce for 100 years

# 2019 Annual Report

Virginia Workers' Compensation Commission

# Our MISSION

To serve injured workers, victims of crimes, employers and related industries by providing exceptional services, resolving disputes, and faithfully executing the duties entrusted to us by the Commonwealth of Virginia.



VWC Commissioners and Senior Leaders

*Pictured above left to right:*

Hon. R. Ferrell Newman, *Chairman Commissioner*; Hon. Wesley G. Marshall, *Commissioner*;  
Hon. Robert A. Rapaport, *Commissioner*; Evelyn V. McGill, *Executive Director* and  
Hon. James J. Szablewicz, *Chief Deputy Commissioner*



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**Honorable R. Ferrell Newman**

Chairman



To all members of the Workers' Compensation community, I bring you greetings. It is my privilege to introduce the Commission's 2019 Annual Report. Indeed, this is a privilege, as 2019 was a year of much activity, strong performance and many successes. Here are some highlights.

On the subject of success, there is no better place to begin than with the Commission's Alternative Dispute Resolution Department (ADR). Led by Deputy Commissioner Debbie Blevins, ADR continued to bring competing parties together, helping them find common ground and resolve disputes through discussion, compromise and agreement. Since its inception, ADR has expanded its services, increasing the number of certified mediators with a corresponding increase in the number of pending disputes amicably resolved. In 2019 over 5,300 mediations were conducted. The success rate of Full and Final mediations exceeded 86%, thus sparing litigants the time and associated uncertainty of vetting their claims through the crucible of litigation. For proof of the ADR Department's proficiency and success, one need only consider the frequent requests for their expertise to provide training to groups across the Commonwealth and the nation.

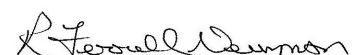
Twenty-nineteen marked the second year of the Medical Fee Schedule. Workers' compensation experience studies confirmed a decrease in the total cost of medical expenses per claim. The continued engagement of the bipartisan panel of stakeholders representing medical, insurance, and self-insured employer communities, assisted in completing the transition year review of the schedules that included a medical inflation increase and medical service billing code updates. The Medical Fee Services Department implemented an updated reference tool to assist medical providers and payors in determining appropriate reimbursement rates for the many thousands of codes relative to services provided in the differing communities around the Commonwealth.

Other highlights from 2019 include the completion of the Joint Legislative and Review Commission (JLARC) study and the presentation to the General Assembly of their favorable findings and recommendations. The Commission's Insurance Department hired additional investigators throughout the Commonwealth to canvas businesses to confirm that employers had insured their liability for workers' compensation coverage. Updated policies and procedures, improved compensation and classification processes in Human Resources, enhanced Electronic Data Interchange compliance and stronger information security for the Commission's systems helped maintain continued fidelity to Commonwealth and National Regulations. The Correspondence Management Department processed well in excess of two million pieces of mail.

Additionally, the Project Management team facilitated the User Interface refresh project; a multi-year project developed by the Information Systems Department. This refresh provides significant updates to VWC's WebFile application, giving customers a more user-friendly experience. The Criminal Injuries Compensation Fund (CICF), a division of the Virginia Workers' Compensation Commission, increased staffing and tracking mechanisms for unclaimed restitution, garnering successful results. The amount of unclaimed restitution received increased 39% and unclaimed restitution repaid to victims increased 55% in 2019.

In October, the Commission conducted its annual two-day Educational Conference with 566 attendees and 44 exhibitors. However, it was not all work and no play. The Commission held its much anticipated Gala, a black-tie event to mark the centennial anniversary of the Act and the Virginia Workers' Compensation Commission.

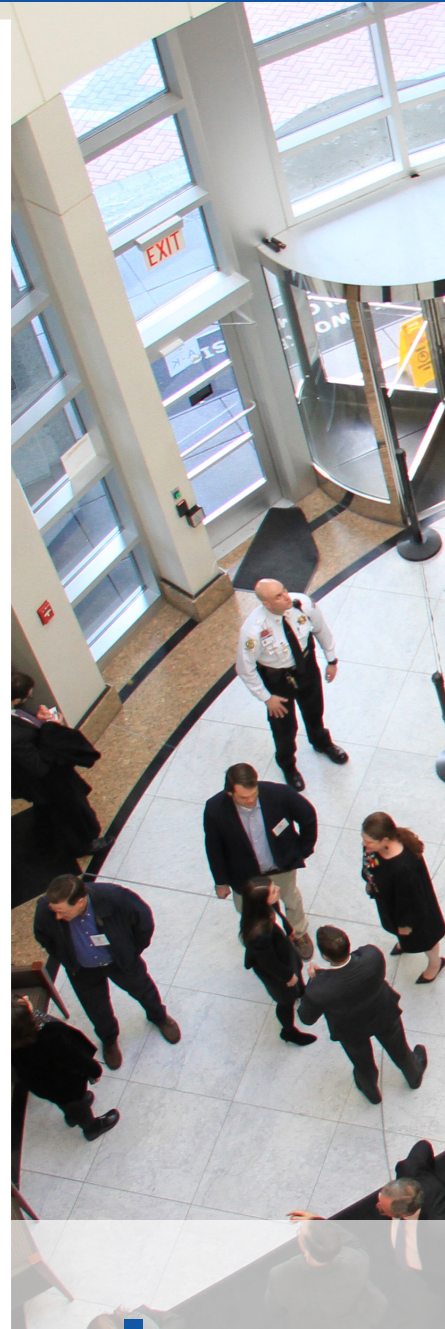
The Commission has set a high bar to measure its own performance – to lead the nation as the most effective and innovative state agency. Accomplishing this noble charge is a function of the competent performance of a broad spectrum of tasks by each of its thirteen diverse but interdependent departments. However, understanding our success requires a deeper view into the Commission's heart and soul, our Team of dedicated and talented employees who personify the Commission's core values. To these people, this report is dedicated.



R. Ferrell Newman

# CENTENNIAL

VWC celebrated its 100th year anniversary in 2019. Led by a Centennial Committee, the Commission hosted various activities and events throughout the year for both staff and stakeholders.



**2017**  
A Centennial Committee, comprised of various VWC team members, was formed

**March 2018**  
VWC formally announced recognition of its upcoming Centennial during a Headquarters Open House

**January - December 2019**  
VWC departments hosted Centennial Spotlight events, highlighting their Team's work

**May 2019**  
VWC announced its Centennial Essay winner, Antoinette Moore, ADR Secretary Scheduler





**May 2019**

VWC retirees attended a Centennial Luncheon with Team VWC during Employee Appreciation Week

**October 2019**

Team VWC and stakeholders attended VWC's Centennial Gala at the Richmond Marriott

**December 2019**

VWC concluded its Centennial year with an Employee Luncheon and commemorative Centennial Book





## VIRGINIA WORKERS' COMPENSATION COMMISSION

The Virginia Workers' Compensation Commission (VWC) collected a 2.15% tax assessment from all workers' compensation insurers and self-insurers for the operating budget of the Commission and the Uninsured Employer's Fund (UEF). VWC operates on a fiscal year. Data shown here is for July 1, 2018 through June 30, 2019.

**\$34,403,300** VWC TAX COLLECTION WITH  
**\$32** MILLION FOR THE ADMINISTRATIVE FUND

## UNINSURED EMPLOYER'S FUND

The Uninsured Employer's Fund (UEF) was funded by a .15% tax on workers' compensation premiums, 50% of the fines assessed by the Commission, as well as claim payment recoveries from uninsured employers. The UEF provides compensation and medical payments to injured employees or dependents whose employer was not properly insured at the time of a work-related accident.

## VIRGINIA VICTIMS FUND

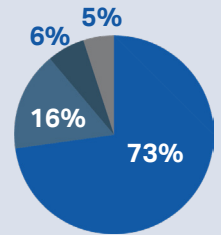
Officially Criminal Injuries Compensation Fund

Administered by VWC, the Virginia Victims Fund (VVF) is funded by court fees, assessments on offenders, restitution, and federal grant funds.

VVF's Sexual Assault Forensic Exam Payment Program (SAFE) receives General Fund money via sums designated to the Virginia Supreme Court for reimbursement of sexual assault evidence collection expenses. VVF operates on a fiscal year. Financial data shown represents July 1, 2018 through June 30, 2019.

## VWC Expenditures

- Salaries/Benefits
- Contractual Services  
*computer maintenance, travel, postage and communications*
- Fixed Costs  
*insurance, utilities and lease agreements*
- Supplies/Equipment



## UEF Financials

**\$3.7 Million**

UEF Taxes, Fines and Recoveries

**\$3.2 Million**

UEF Operating Expenses

## VVF Revenues

**\$8.2 Million**

**\$2.7M** Court Costs | **\$1.9M** Federal Grant

**\$1.9M** Judicial Branch Transfers | **\$1.7M** Restitution

## VVF Expenses

**\$8.6 Million**

Awarded Claims: **3,278** totalling **\$5.9 Million**

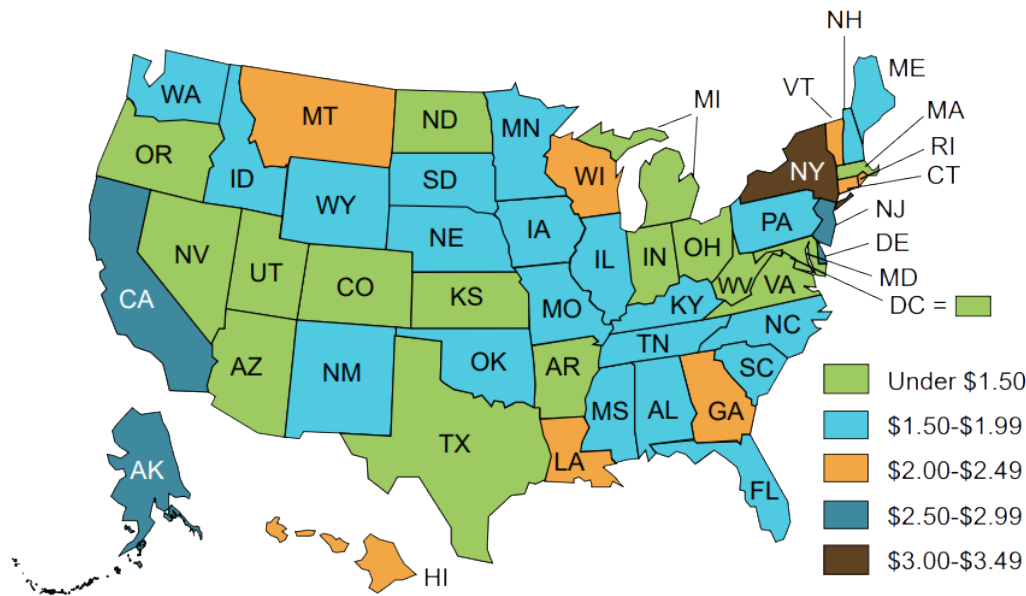
Administrative Costs: **\$2.7 Million**

Twenty-three full-time employees, one part-time employee, office lease agreement, information systems, supplies and equipment



**Virginia’s low-cost workers’ compensation system** is known to create economic advantages in promoting business and job growth. An important long-standing characteristic of Virginia’s workers’ compensation system is its leadership in low cost.

A leading national comparison of workers’ compensation systems is the Oregon Workers’ Compensation Premium Rate Ranking Study. This study has been completed in even-numbered years since 1986. In 2018, Virginia was ranked 41 out of 51 jurisdictions in terms of premium rate ranking. Virginia employers in the voluntary market pay, on average, \$1.28 per \$100 of employee payroll, or 75% below the median state rate.



## VIRGINIA

*\*Figures based on Workers’ Compensation Premium Per \$100 Payroll Indexed*

Year	2014	2016	2018
Indexed Ranking	48	47	41
Workers’ Compensation Premium Per \$100 Payroll Indexed	\$1.17	\$1.24	\$1.28
% Below Median State	68%	67%	75%
Effective Date	4/1/2013	4/1/2015	4/1/2017

Source: Research and Analysis Section, Oregon Department of Consumer and Business Services (Rev. 10/18)

# Legislation and Administrative Changes Passed in 2019

**Chapter 0415 (HB 1804)** was signed by Governor Ralph Northam on March 18, 2019. Workers' compensation; presumption of compensability for certain diseases. The bill adds cancers of the colon, brain, or testes to the list of cancers that are presumed to be an occupational disease covered by the Virginia Workers' Compensation Act when firefighters and certain employees develop the cancer. The measure will become effective if reenacted by the 2020 Session of the General Assembly. The measure also directs the 2020 Session of the General Assembly, in considering and enacting any legislation relating to workers' compensation and the presumption of compensability for certain cancers, to consider any research, findings, and recommendations from the Joint Legislative Audit and Review Commission's review of the Virginia Workers' Compensation program. The provisions of this bill do not become effective unless reenacted by the 2020 Session of the General Assembly. This bill is identical to SB 1030.

**Chapter 0470 (HB 2022)** was signed by Governor Ralph Northam on March 18, 2019 (effective July 1, 2019). The bill provides that if an employer has received notice of an accident resulting in compensable injury to an employee and the employer has paid compensation or wages to such employee during incapacity for work resulting from such injury or the employer has failed to file the report of said accident with the Virginia Workers' Compensation Commission or otherwise has under a workers' compensation plan or insurance policy furnished or caused to be furnished medical service to such employee, the statute of limitations applicable to the filing of a claim shall be tolled until the last day for which such payment of compensation or wages or furnishment of medical services is provided and that occurs more than six months after the date of accident. The measure provides that no such payment of wages or workers' compensation benefits or furnishment of medical service occurring after the expiration of the statute of limitations applies to this provision. The measure also provides that (i) if the employer has failed to file a first report, the statute of limitations shall be tolled during the duration thereof until the employer filed the first report of accident and (ii) if more than one of the above tolling provisions applies, whichever of those causes the longer period of tolling shall apply.

**Chapter 0760 (SB 1729)** was signed by Governor Ralph Northam on March 21, 2019 (effective July 1, 2019). The bill prohibits a health care provider from submitting a claim to the Workers' Compensation Commission seeking additional payment for medical services rendered to a claimant before July 1, 2014, if the health care provider has previously accepted payment for the same medical services pursuant to the federal Longshore and Harbor Workers' Compensation Act. The measure prohibits the Commission from adjudicating any such claim.

**Chapter 0524 (HB 2773)** was signed by Governor Ralph Northam on March 18, 2019 (effective July 1, 2019). The bill removes the current \$600 limit placed on the amount that may be awarded to a crime victim for total loss of earnings resulting from incapacity. The bill also increases from \$5,000 to \$10,000 the maximum amount a claimant may be awarded from the Criminal Injuries Compensation Fund for expenses directly related to funeral or burial costs and increases from \$25,000 to \$35,000 the maximum aggregate award received by a claimant as a result of an injury or death.



# 2019 Acts of the General Assembly



VWC is responsible for carrying out the requirements of the Virginia Workers' Compensation Act, while administering Virginia's workers' compensation program, meeting legal requirements and providing various protections. Most employers doing business in Virginia and most employees working in Virginia are covered under the requirements of the Act. VWC ensures compliance with the Act and all workers' compensation requirements through its mission and agency operations.



**National Trainings, Demos and Partnerships**

■ Indicates states where trainings or demos were held

**Casper/WebFile Demos**

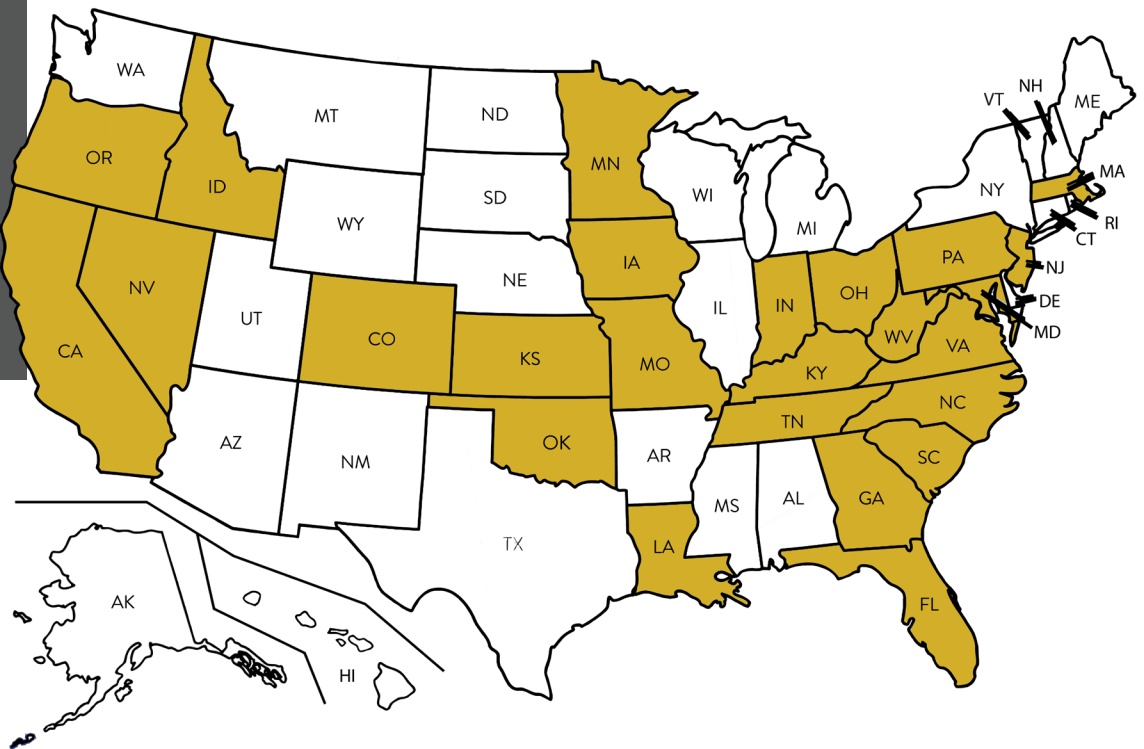
DC, IA, ID, IN, KS, KY, MD, MN, MO, NV, NY, OK, OR, SC

**VWC Partnerships and Trainings**

CA, CO, FL, GA, KY, LA, MA, MN, NC, NJ, OH, PA, TN, VA, WV

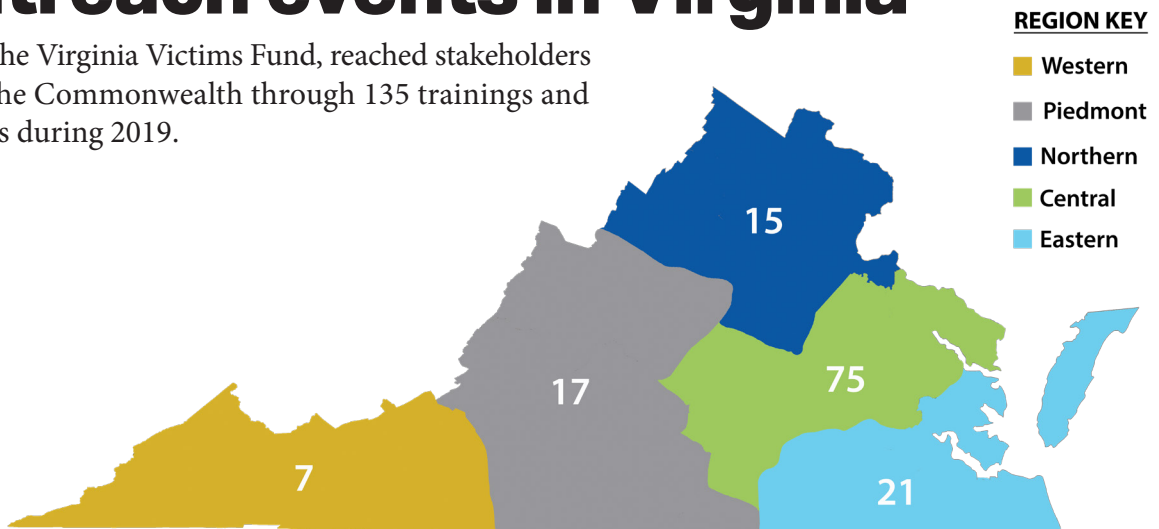
# Outreach to 26 states

VWC strives to achieve its vision to lead the nation as the most effective and innovative state agency. This included providing national outreach, trainings and demos to 26 states during 2019.



# 135 outreach events in Virginia

VWC, including the Virginia Victims Fund, reached stakeholders in all regions of the Commonwealth through 135 trainings and outreach activities during 2019.







# Our customers reach us in various ways; anytime, anywhere.

## Calls Received



VWC reaches customers through various communication avenues including a Customer Contact Center, robust mail center, and multiple online sites and systems.

Along with national and statewide trainings, partnerships and demos, the Commission hosts an annual Educational Conference, sponsored by the International Workers' Compensation Foundation.

Attendees include attorneys, claim adjusters, human resource professionals and many others in the workers' compensation industry.

VWC's 2019 Educational Conference hosted **556** attendees, **44** exhibitors, **18** topics with **46** speakers from various industries within workers' compensation.

## Mail Correspondence



## Online





# Our Key Accomplishments

<p>Hosted a once-in-a-lifetime Centennial Gala for VWC staff and stakeholders in conjunction with our annual Educational Conference</p>	<p>Achieved positive results from a Joint Legislative Audit and Review Commission (JLARC) study response</p>	<p>Achieved full compliance with the Department of Accounts and internal control requirements, resulting in stronger financial controls</p>
<p>Maintained full compliance with the Virginia Information Technologies Agency's (VITA) information security requirements</p>	<p>Expanded the Insurance Compliance initiative, increasing workers' compensation coverage</p>	<p>Successfully conducted policy reviews and updates, as well as national and statewide EDI and claims training</p>
<p>Achieved real-time claims processing with continuous training for various partners</p>	<p>Expanded file review, destruction and retention efforts, automating more than 150,000 legacy file documents for over 8,000 claim files</p>	<p>Released an updated look-up reference tool for the Medical Fee Schedule, along with a full review and implementation of modifications</p>
<p>Enhanced classification and compensation reviews and recruitment processes</p>	<p>Continued growth and development of the Alternative Dispute Resolution program</p>	<p>Technology updates included upgrades and enhancements to WebFile and User Interface</p>

# Agency Culture



## Departments

**13 departments** manage our core business functions, working by our motto **#weworkasone**, while executing the agency's mission.

**297**  
EMPLOYEES

## Recognition

**169** employees received an Above & Beyond Recognition in 2019. Employees who go the extra mile are nominated and acknowledged through this program.



## Giving Back



The Commission's Community Service Committee, comprised of ten staff volunteers, led six charitable giving activities in 2019.

Highlights include **1,159 food items** and **\$500** collected for a hunger-relief organization and **16 children** sponsored for the holidays in partnership with the Salvation Army.



## Citizenship

The Citizenship Award is offered each month, to an employee who consistently implements our core values in their every day tasks. These individuals are nominated by a co-worker.

# Injuries Reported

**48,294**

Major Workplace Injuries Reported

**317,280**

First Report of Injury (FROI) Forms Filed

**175,457**

Second Report of Injury (SROI) Forms Filed

**25,366**

Awards Entered by Agreement

**10,478**

Award Terminations

**5**

Average Disability Days per Claim as reported by EDI

**\$1,102.00**

Maximum

**\$275.50**

Minimum

Compensation Rates

effective July 1, 2019

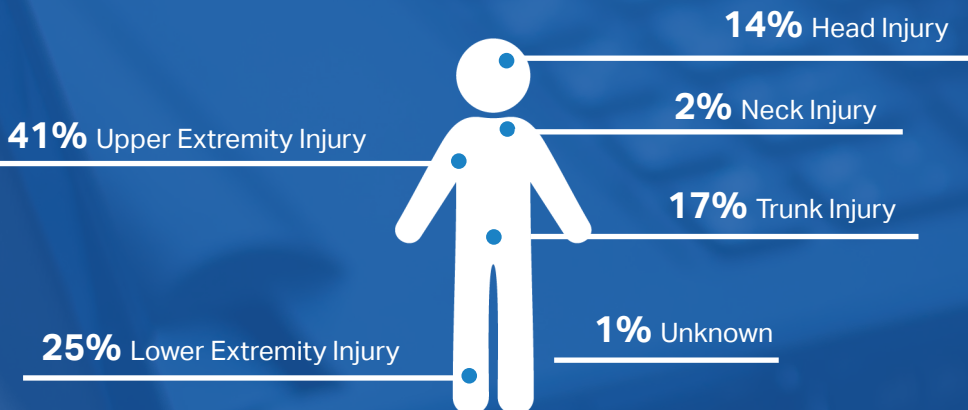
**1.85%**

Cost of Living Rate

effective October 1, 2019

## Distribution of Injury

Includes 48,294 Major Workplace Injuries and 77,318 Minor Workplace Injuries Reported



**51%** Female

**49%** Male

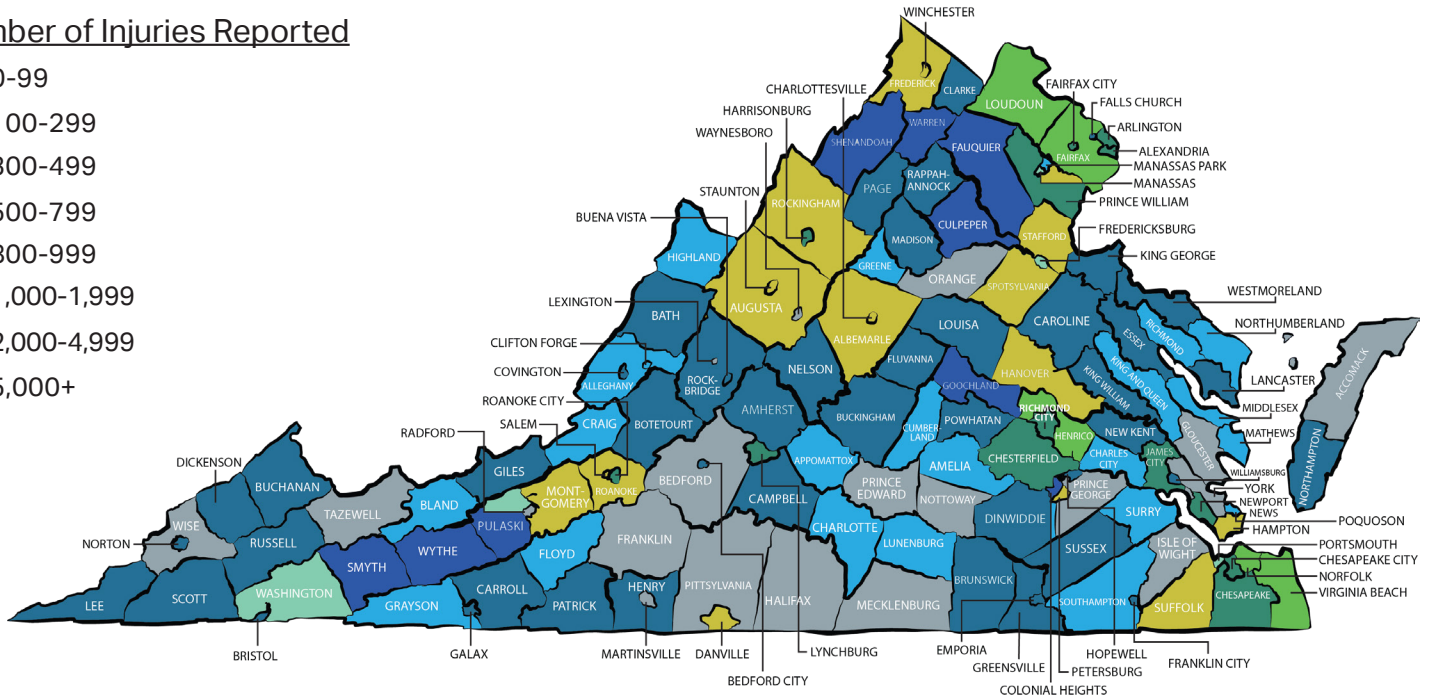


# Injuries Reported by Locality

Includes 48,294 Major Workplace Injuries and 77,318 Minor Workplace Injuries Reported

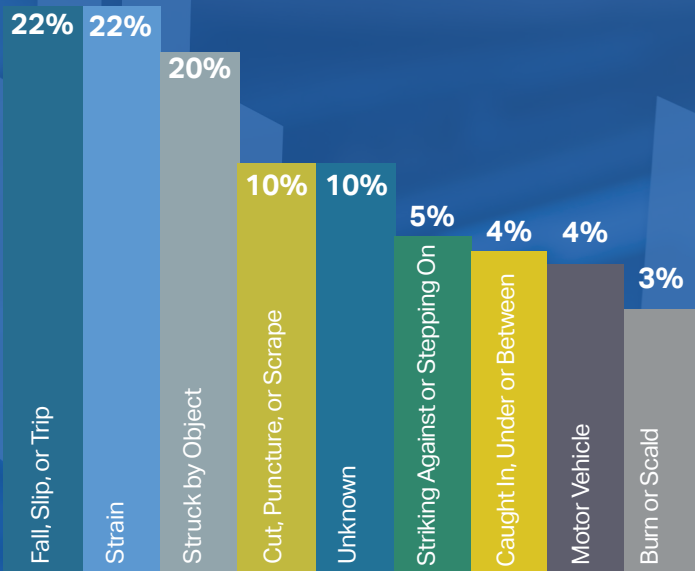
## Number of Injuries Reported

- 0-99
- 100-299
- 300-499
- 500-799
- 800-999
- 1,000-1,999
- 2,000-4,999
- 5,000+



# Injury by Event

Includes 48,294 Major Workplace Injuries and 77,318 Minor Workplace Injuries Reported



## Claims Processing

**41,585**  
Claims Received

**86%**  
Request for Hearing

**5%**  
Assertion of Rights

**6%**  
Medical Provider Application

**3%**  
Employer's Application for Hearing

# ADJUDICATION

The Commission works as a court system where contested workers' compensation claims are referred to the Judicial Division for adjudication. Each contested claim is docketed for hearing before a Deputy Commissioner, either for an evidentiary hearing or on-the-record decision. Appeals of these decisions are docketed for review by the full Commission consisting of the three Commissioners. Decisions of the full Commission can be appealed to the Virginia Court of Appeals.

The Commission also adjudicates claims made under the Virginia Birth-Related Neurological Injuries Compensation Act (Va. Code §§ 38.2-5000 et seq.). The Commission does not pay or administer benefits or manage assets on behalf of the Fund established by this Act. In addition, the Commission adjudicates Virginia Victims Fund (officially Criminal Injuries Compensation Fund) appeals (Va. Code §§ 19.2-38 et seq.).

<b>12,023</b> Docket Referrals	<b>719</b> Appellate Decisions Issued	<b>4,212</b> Opinions Issued	<b>89</b> Appeals to Court of Appeals
<b>869</b> Referrals to Review Docket	<b>\$298,418,020</b> Total Aggregate Value of Settlements	<b>5,568</b> Approved Settlements	

## Alternative Dispute Resolution

As part of the Judicial Division, the **Alternative Dispute Resolution (ADR)** program provides voluntary, confidential and informal dispute resolution processes. Facilitations are conducted by ADR staff members who assist parties in reaching an agreeable solution.

The Commission's **29** certified mediators include both retired and current Commissioners and Deputy Commissioners, as well as Staff Attorneys who regularly mediate in nine locations across the Commonwealth.

# VWC Regional Locations

The Commission employs 23 Deputy Commissioners who serve as administrative law judges. They preside over evidentiary and on-the-record hearings throughout the Commonwealth to determine rights and liabilities of parties under the Act.

## DEPUTY COMMISSIONERS BY LOCATION

### BRISTOL

Hon. Christen W. Burkholder\*  
Hon. D. Edward Wise, Jr.

### FAIRFAX

Hon. Susan E. Cummins  
Hon. John S. Nevin\*

### HARRISONBURG

Hon. Jason P. Cording\*  
Hon. William R. Culbreth

### MANASSAS

Hon. W. Geovanni Munoz  
Hon. Dana L. Plunkett  
Hon. Jimese Pendergraft Sherrill\*  
Hon. William T. Kennard

### RICHMOND

Hon. Fredrick M. Bruner  
Hon. Angela F. Gibbs  
Hon. Linda M. Gillen  
Hon. Brooke Anne C. Hunter  
Hon. Andrea W. Lee  
Hon. R. Temple Mayo  
Hon. P. Randolph Roach, Jr.

### ROANOKE

Hon. Deborah Wood Blevins  
Hon. Robert M. Himmel\*  
Hon. Linda D. Slough

### VIRGINIA BEACH

Hon. Lynne M. Ferris\*  
Hon. Terry L. Jenkins  
Hon. Lee E. Wilder



### ADR RESOLUTION RATES

**87%** Full & Final Mediations  
**67%** Issue Mediations  
**39%** Issue Facilitations

**5,319**

### ADR EVENTS

**67% resolved in 45 days or less**

Orientation Sessions

**15**

Issue Mediations & Issue Facilitations

**4,620**

Full & Final Mediations

**684**



# Compliance Process Flow

Employer | EDI | PEO



## Employer Compliance

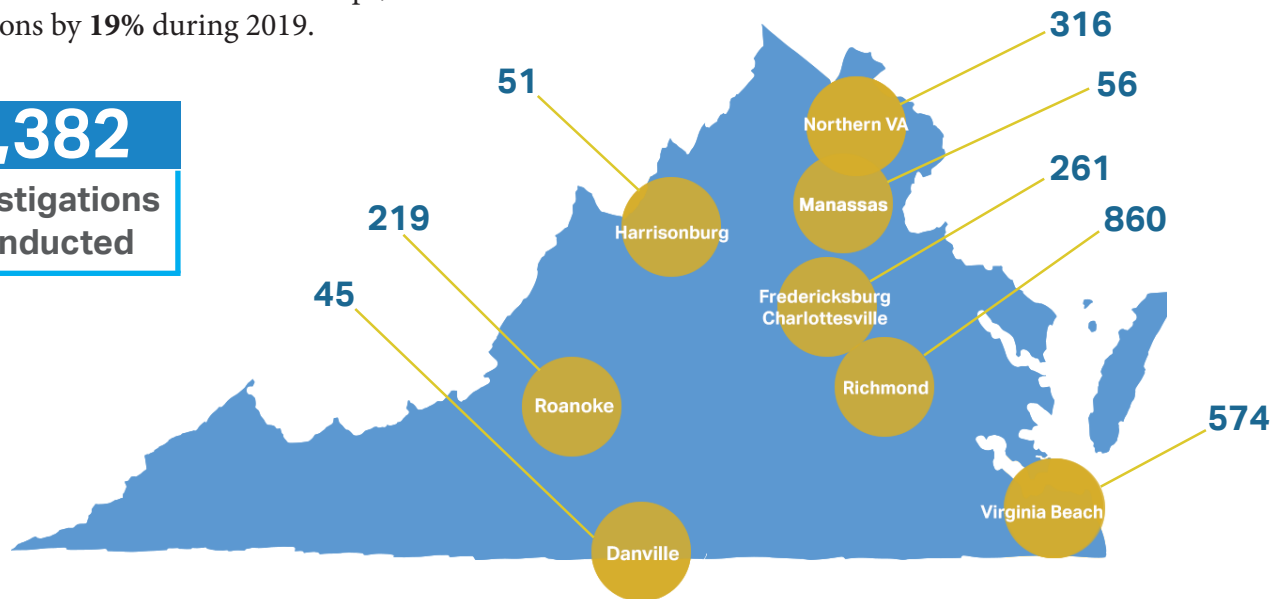
### Certificate of Workers' Compensation Insurance

A Certificate of Workers' Compensation Insurance (Form 61A) is required to receive a business license in Virginia. The total of online filings continued to see an increase in 2019.



### Investigations Unit

The VWC Insurance Department's Investigations Unit conduct employer insurance verification sweeps, and increased investigations by 19% during 2019.





VWC provides guidance on electronic claims submissions and coverage requirements, and monitors compliance on a regular basis. Compliance is enforced through various processes including report cards for EDI submissions and a team of investigators who regularly monitor insurance compliance. VWC strives to maintain open communication and provide support through direct contact, outreach, and training opportunities.

## Electronic Data Interchange (EDI) Compliance

Claim Administrators are required to submit various EDI transactions on claims depending on what actions are taken throughout the claim's lifespan.

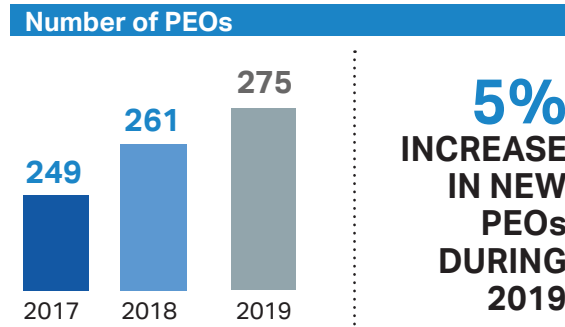
The compliance team within the EDI Department issues report cards to trading partners in an effort to decrease Penalty Orders issued and provide a useful guide to trading partners on their status.

Fines decreased in 2019 from 2018 as a result of continuous training provided to our trading partners and because of our report cards. EDI training continues as new trading partners come on board and existing trading partners seek assistance with their filings.

## Professional Employer Organization Compliance (PEO)

A Professional Employer Organization (PEO) enters into a written agreement to provide professional employer services to one or more client companies.

PEOs are required to register with the Commission prior to transacting business in Virginia.



# Agency Projects

## Records Retention

VWC's Correspondence Management team continued work in response to VWC's Records Retention Policy. The records management program is for the application of effective, efficient and economical methods in creating, maintaining, storing, and servicing Virginia workers' compensation and related funds documents and files. In 2019, the team permanently removed 639 boxes from storage at the Library of Virginia and doubled the number of files reviewed for either destruction or appropriate file retention.

## Medical Fee Schedule Updates

A public comment period held in August 2019 resulted in revisions to the schedule, which were posted in October 2019. The Medical Fee Schedule (MFS) team worked with VWC's application developers, resulting in a new MFS reference tool, which was deployed in December 2019. This reference tool includes new codes and the ability to look up codes from the prior and current schedule that will go into effect January 1, 2020.

## Review of Commission Positions

VWC's Human Resources team worked with a third party to conduct a Fair Labor Standards Act (FLSA) audit of 72 Commission positions and will receive results of the audit in 2020.

## Enhanced Development of Financial Account System

The Commission's Project Management Office and Information Systems teams worked with VWC's Finance Department to continue enhancements to the Commission's Financial Accounting System (ONYX), which includes Self-Insurance, Accounts Receivable, Collections and Tax.

## Continued Development of the Virginia Victims Fund's Unclaimed Restitution Process

Policies and procedures were implemented in response to legislation passed in 2018 requiring the Virginia Victims Fund to identify, locate and disburse unclaimed restitution that has been deposited into the Fund to victims for whom restitution is owed. Staffing and tracking mechanisms for unclaimed restitution were implemented, garnering successful results. The amount of unclaimed restitution received increased 39% and unclaimed restitution repaid to victims increased 55% in 2019.





# WebFile refreshed!

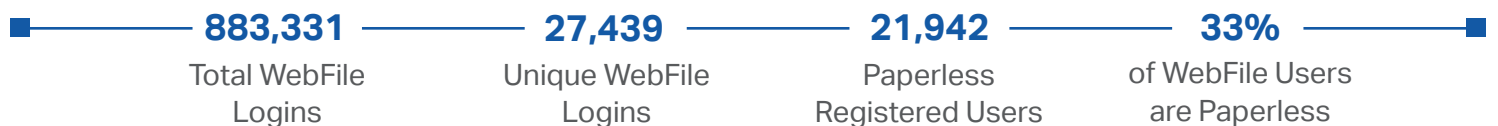
Streamlined navigation and design with our users in mind

## Significant Updates In WebFile

WebFile is a paperless option available to attorneys, claimants, and claim administrators to receive electronic notifications from the Commission; giving users secure access to claims and documents 24 hours per day.

Refresh enhancements provide users with a more user-friendly look and feel. Other advantages of the refreshed user interface include a more intuitive and streamlined workflow, as well as a help link to guide and assist the user. Additionally, the refresh makes the application tablet and mobile-friendly.

In September 2019, the Commission released the first phase of its WebFile refresh. This phase refreshed WebFile for attorneys, claimants, professional employer organizations (PEOs) and filings for Form 61A. Additional phases of the WebFile refresh will occur in 2020. This includes an April 2020 WebFile refresh for Claim Administrators, Virginia Victims Fund Medical Providers and Victims Witness, Form 16A and Form 17A. Self-Insurers and Group Self Insurance Associations (GSAs) will be refreshed in June 2020.





# Program Administration

The Commission administers three programs as outlined below.

## SECOND INJURY FUND

The Second Injury Fund is maintained and administered in accordance with Va. Code §§ 65.2-1100 et seq. Initially enacted in 1975, the Second Injury Fund is used to alleviate some of the expenses employers who hire partially disabled workers will face if an accident occurs that causes one of these individuals to suffer a second and permanent disabling injury.

This fund also pays compensation and medical benefits, but on a pro-rated basis, and with a \$7,500 limit on medical benefits.

## UNINSURED EMPLOYER'S FUND

The Uninsured Employer's Fund (UEF) is maintained and administered in accordance with Va. Code §§ 65.2-1200 et seq. The fund was created by state legislation in order to provide payment of medical bills and compensation to injured workers in the event their employer fails to carry an active workers' compensation insurance policy. The UEF typically places liens on assets of the uninsured employers until the debt is repaid.

These claims are processed by a third-party administrator who collects all evidence, prepares the claims for hearings, and administers payments of compensation and medical benefits.

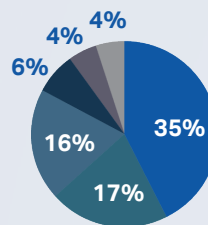
## VIRGINIA VICTIMS FUND

Officially the Criminal Injuries Compensation Fund

The Virginia Victims Fund (VVF) is maintained and administered in accordance with Va. Code §§ 19.2-368.1 et seq. Established by the Virginia General Assembly in 1977, this fund pays unreimbursed expenses of innocent victims of crime who suffered physical or emotional injury or death. In 2008, the Fund established the Sexual Assault Forensic Exam Payment Program (SAFE). This fund pays expenses associated with forensic evidence collection for victims of sexual assault in the Commonwealth.

The mission of VVF is to administer the Compensating Victims of Crime Act in a compassionate, fair and efficient manner. In so doing, the Fund strives to treat every victim and survivor with dignity and respect, recognizing the tremendous impact that violent crime has on our society.

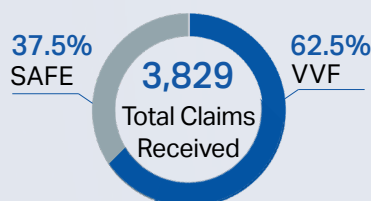
### VVF Frequently Reported Crime Types



- Assault (non domestic)
- Assault (domestic)
- Homicide (non domestic)
- Child Sexual Assault
- Homicide
- Adult Sexual Assault



**VVF TOP Claim Expense Paid**  
**Funeral Expenses**



**SAFE Claims**  
56% Adult Sexual Assault Claims  
44% Child Sexual Assault Claims

# The Way Forward

Looking ahead to the coming year, we have noted below a set of clear goals for the way forward.

## Expand Automation Processes

Technology infrastructure will also be upgraded in 2020, which will offer gains in data processing speed amongst internal applications. Expanded records retention automation will be introduced to ensure documents are purged according to the Commission's retention policy. The Self-Insurance program will also see expanded automation processes and self-service automation functionality.

## Regional Office Upgrades

The Fairfax Regional Office and the Harrisonburg Regional Office will undergo relocations and expansions in 2020. This completes the upgrades for Commission locations. The expansions allow for more space for additional staffing needs and dedicated mediation space. Additionally, upgrades include enhancements to security procedures consistent with the Commission's statewide initiative in all regional offices.

## Establish Ombudsman Office

In response to results from the Commission's 2019 JLARC study, the Commission will establish an Ombudsman Office in 2020 to assist various stakeholders and particularly claimants in navigating workers' compensation.

## Development of Enhanced Website

In 2020, work will begin towards developing a new Commission website. A review of all forms, documents and details on the current website will be completed and a project plan will be developed.

## Continue Policy Review and Updates

Commission policy reviews will continue in 2020, with employee training on all administrative policy changes.

## Enhance Operations to the Virginia Victims Fund

In 2020, a review and analysis of the operations of the Virginia Victims Fund will be completed. Recommendations for enhancements will be presented for implementation.

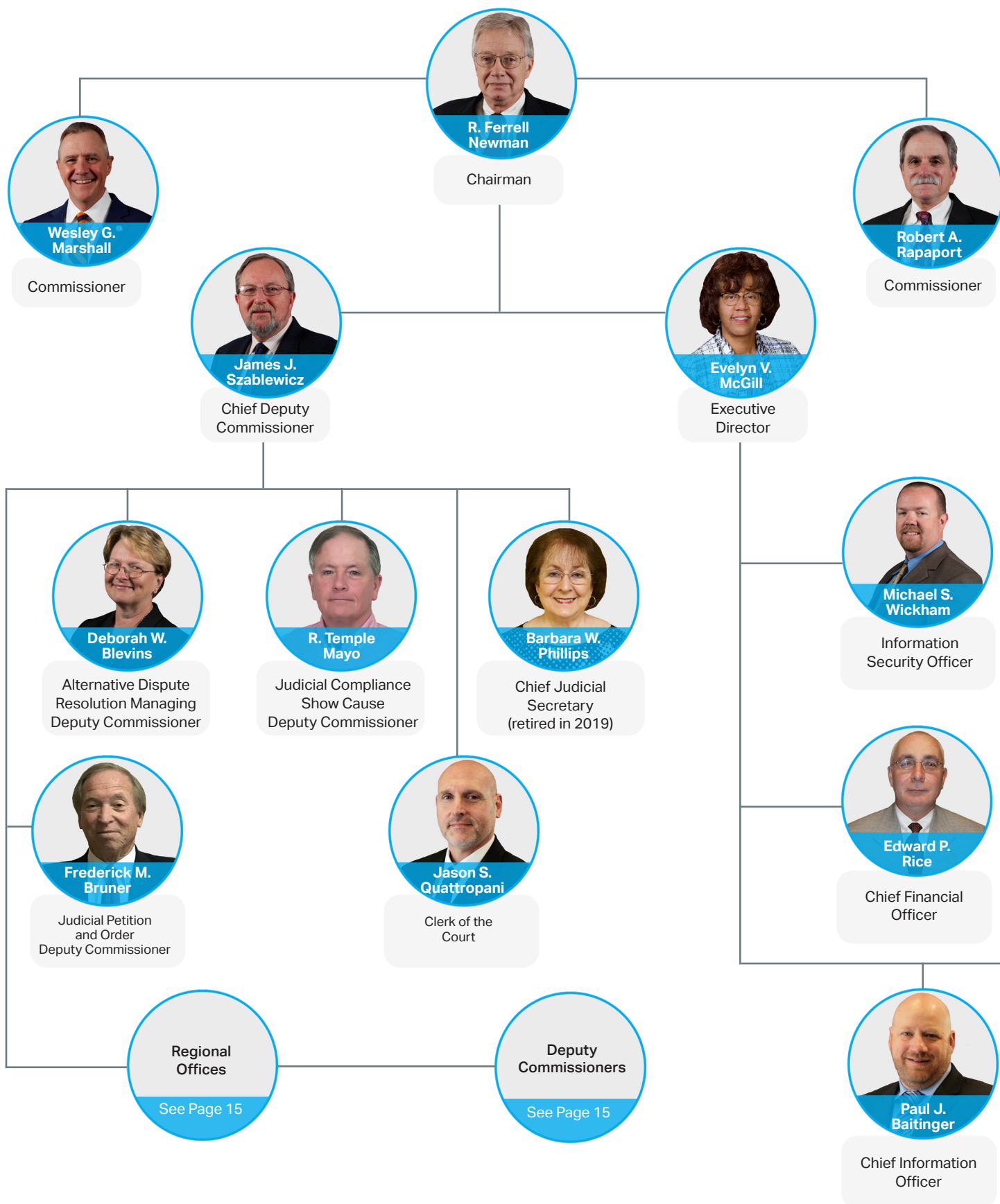
## Refine Significant Business Processes

The Commission will review and refine significant business processes for enhanced internal controls. Enhanced facility and systems information security and training will also be completed in 2020.

## Continue Work on JLARC Study Recommendations

Continue the review of, and respond to, the JLARC Study's recommendations. Quarterly updates will be provided to the Commission on the status of the planning, design and implementation of all recommendations from the study.

# 2019 VWC Organizational Chart





# VWC CONTACT INFORMATION

## VWC Headquarters

333 E. Franklin St, Richmond, VA 23219 | 877-664-2566 | questions@workcomp.virginia.gov | www.workcomp.virginia.gov

### COMMISSIONERS

**CHAIRMAN** Hon. R. Ferrell Newman | 804-205-3129  
**COMMISSIONER** Hon. Wesley G. Marshall | 804-205-3127  
**COMMISSIONER** Hon. Robert A. Rapaport | 804-205-3135

### EXECUTIVE LEADERS

**EXECUTIVE DIRECTOR** Evelyn V. McGill | 804-205-3060  
**CHIEF DEPUTY COMMISSIONER** Hon. James J. Szablewicz | 804-205-3097

### LEADERSHIP TEAM

**ALTERNATIVE DISPUTE RESOLUTION**  
*Managing Deputy Commissioner* Deborah W. Blevins | 804-205-3139

**CLAIMS SERVICES**  
*Manager* Vivian R. Lane | 804-205-3603

**CLERK'S OFFICE**  
*Clerk of the Court* Jason S. Quattropani | 804-205-3246

**CORRESPONDENCE MANAGEMENT**  
*Manager* William S. Crawford | 804-205-3196

**EDI QUALITY ASSURANCE**  
*Manager* Stephanie C. Sweeney | 804-205-3104

**FINANCIAL SERVICES**  
*Chief Financial Officer* Edward P. Rice | 804-205-3186

**HUMAN RESOURCES**  
*Manager* Crystal W. Stephenson | 804-205-3064

**INFORMATION SECURITY**  
*Information Security Officer* Michael S. Wickham | 804-482-7055

**INFORMATION SERVICES**  
*Chief Information Officer* Paul J. Baitinger | 804-205-3936

**INSURANCE**  
*Manager* Vivian R. Lane | 804-205-3603

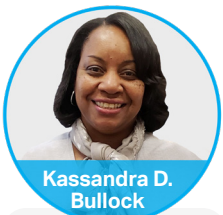
**JUDICIAL**  
*Chief Judicial Secretary* Barbara W. Phillips | 877-664-2566

**MEDICAL FEE SERVICES**  
*Manager* Drema M. Thompson | 804-774-4169

**OUTREACH SERVICES**  
*Manager* Charles W. Steepleton | 804-205-3578

**PROJECT MANAGEMENT OFFICE**  
*Manager* Chadwick D. Burns | 804-205-3168

**VIRGINIA VICTIMS FUND**  
*Director* Kassandra D. Bullock | 804-205-3804



**Kassandra D. Bullock**

Virginia Victims Fund Director



**Charles W. Steepleton**

Outreach Services Manager



**Drema M. Thompson**

Medical Fee Services Manager



**Chadwick D. Burns**

Project Management Office Manager



**Crystal W. Stephenson**

Human Resource Manager



**Vivian R. Lane**

Claims Services and Insurance Compliance Manager



**Stephanie C. Sweeney**

EDI Quality Assurance Manager



**William S. Crawford**

Correspondence Management Manager



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 [www.tinyurl.com/vwcupdates](http://www.tinyurl.com/vwcupdates)

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