



# Annual Report

Virginia Workers' Compensation Commission

2021



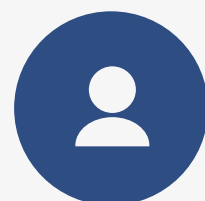
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# Our Mission

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.



## Commissioners and Senior Leaders

Left to Right:

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







# HELLO & WELCOME

**Hon. Robert A. Rapaport, Chairman**

The way the world does business transformed abruptly two years ago when COVID-19 forced large numbers of offices to switch to remote work. The Commission was not immune to that transformation. Along with these changes came challenges and opportunities. The challenge was how to continue to deliver services to employees, employers, carriers and victims of crime in a prompt and efficient manner. I am proud to report that the Commission faced these challenges head-on and not only met them but exceeded all expectations for delivery of services.

By utilizing in-person, remote, on-the-record and hybrid hearings we were able to hold 3,679 hearings, issue 3,539 opinions and 722 appeals decisions. But these numbers don't tell the whole story.

On January 1, 2021 we implemented an Ombuds program to assist claimants, employers and carriers navigate the system. Over the past year the Ombuds' office under Lori D'Angelo handled 1,695 contacts.

Our Alternative Dispute Resolution office continues to be the envy of the workers' compensation world. Under the leadership of Deputy Commissioner Deborah Blevins, ADR has an 85% success rate in resolving case through full

and final mediation. Additionally, the ADR office handled a high volume of issue mediations and educational programs, handling over 4,400 matters.

The Commission began development of a pilot program called the Petition for Medical Treatment (PMT), for expediting decisions on medical issues, which will be implemented in 2022.

Our Claims Department received and handled 48,201 major workplace injury reports and 69,080 minor workplace injury reports. They received 34,751 claims and 28,528 requests of hearing. Add to the mix 96,028 pieces of incoming mail and 1,822,911 pieces of outgoing mail.

The Virginia Victims Fund continued the important work of providing funds to cover medical expenses, lost wages, funeral expenses and other costs related to crime. They celebrate their 45th year of service this year.

In addition to the above, we also focused on personal and professional growth within our agency. In 2021, the Commission was designated as a Top Workplace in Virginia. An honor based on voting by our staff. Our Diversity, Equity, and Inclusion (DEI) program was implemented to help maintain our work culture and expand greater understanding and acceptance in and out of our office. Our DEI program consists of six subcommittees and has received national recognition.

I could not be prouder of everyone at the Commission whose efforts enable us to continue to serve the Commonwealth and its citizens.







### 2021 Top Workplace Recipient

VWC received this recognition through an anonymous employee survey conducted by the Richmond Times-Dispatch and the employee research firm, Energage. More details [here](#).



### Implemented VWC Ombuds Department

An Ombuds was appointed and the VWC Ombuds Department began offering services in March 2021. Educational material was developed and published to support Ombuds services.



### Reinstated In-Person Services

VWC reopened offices to the public in July 2021. An innovative hybrid work structure of on-site and teleworking was developed for qualifying VWC employees.



### Maintained Full Compliance in Various Security Areas

Maintained full compliance with the Commonwealth's Agency Risk Management and Internal Control Standards. A Commonwealth of Virginia Audit of Public Accounts Information Security was completed, verifying compliance with Virginia Information Security requirements.



**VIRGINIA VICTIMS FUND**  
*Helping Innocent Victims of Crime*  
OFFICIALLY CRIMINAL INJURIES COMPENSATION FUND

### Restructured the Virginia Victims Fund (VVF)

In 2021, VVF implemented a staffing restructure with a regional team approach in order to strengthen existing partnerships and foster development of new relationships to increase access and enhance services to victims of crime.

VVF applied for, and was one of seven states awarded, the Crime Victim Compensation Program Assessment Grant. In partnership with ICF Incorporated, LLC, the three-year project will focus on the following areas:

- Trauma appropriate service delivery;
- Procedural enhancements to the compensation process;
- Identification and addressing of gaps in service delivery, including underserved populations;
- Promotion of victims' rights

Read VVF's 2021 Annual Report [here](#).



### Hosted a Virtual Educational Conference & Exhibition

Due to the challenges surrounding COVID-19, VWC pivoted to host a successful virtual conference in 2021, with nearly 400 attendees and 31 speakers.



### Significant Internal System Upgrades

Significant upgrades were made to VWC's Human Resources timekeeping system, financial system, claims system and call center system.

These updates continue to ensure efficiency and provide enhanced features.



### Continued Response to COVID-19

Throughout the year, VWC followed recommendations from the Governor of the Commonwealth of Virginia, as well as the Virginia Department of Health surrounding COVID-19. Virtual hearings and mediations remained available to stakeholders and telework options continued for VWC employees throughout 2021.



### Diversity, Equity and Inclusion Initiative

VWC continued development of its Diversity, Equity and Inclusion Initiative (DEI). Information on this initiative was shared during various national presentations.

Six sub-committees developed content and events for VWC employees throughout 2021.





# COVID-19

## Commission's Response



The Commission continued to follow COVID-19 guidelines suggested by the Governor of Virginia and the Virginia Department of Health. Below are highlights of the effects of COVID-19 at the Commission during 2021.

- VWC continued its innovative hybrid work policy, with most employees participating in remote work location options either part or full-time.
- Enhanced cleaning and screening protocols were implemented to help slow the spread of COVID-19.
- Beginning September 1, 2021, employees were required to show proof of vaccination or receive weekly COVID-19 testing.
- 88% of employees reported being vaccinated.
- Continued virtual quarterly Town Hall employee meetings and the COVID-19 Task Force continued meeting regularly to assess needs and changes.

[COVID-19 Claims Information](#)



## Agency Culture

**268** Employees

**7** Office Locations  
1 Headquarter Office  
6 Regional Offices

**13** Departments

**112**

## Above & Beyond Awards

This program is peer nominated and recognizes employees whose actions demonstrate VWC's values in an exceptional way, by performing or undertaking more duties or helpful activities than merely those which are part of the employee's day-to-day job duties, activities or expected behaviors.



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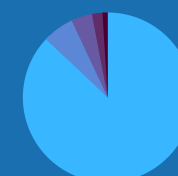


Commission outreach, education and communication occur through various methods and platforms.

## Ombuds Department

The Ombuds Department is a free, confidential resource providing information and assistance to workers, employers and other parties who are not represented by a lawyer and who need help understanding the workers' compensation system.

**1,695**  
Contacts  
Assisted

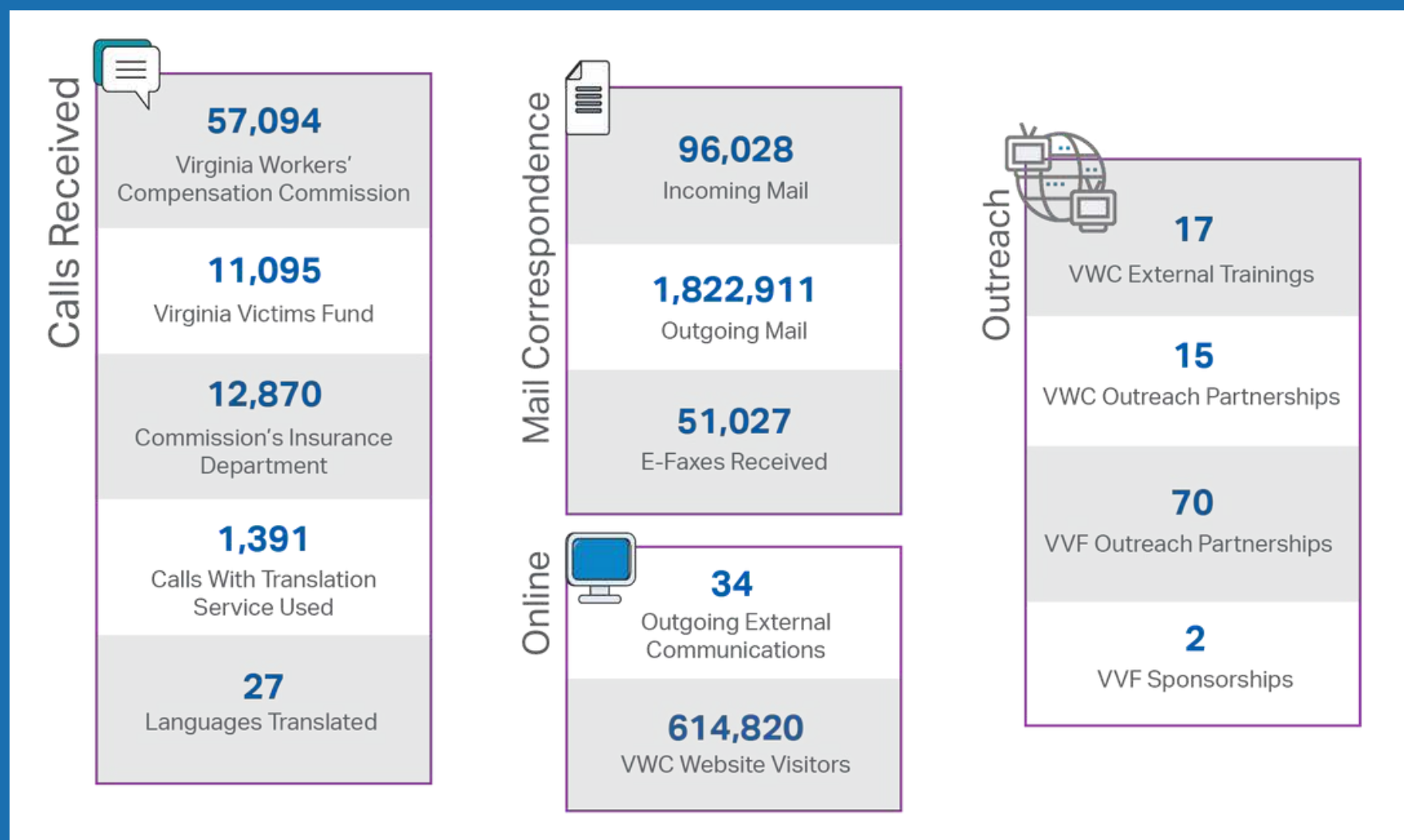


### Client Type Assisted

87% Claimant  
6% Unofficial Representative  
4% Employer  
2% Carrier  
1% Medical Provider

### Top Five Topics Discussed

23% Obtaining an Attorney  
20% Non-Commission Questions  
15% Medical Treatment  
8% Hearings  
6% Filing a Claim



**VIRTUAL EDUCATIONAL  
CONFERENCE+EXHIBITION**  
Virginia Workers' Compensation Commission

VWC's Educational Conference & Exhibition was held virtually in 2021. Continuing Education Credits offered included CRC, CDMS, CCM, MCLE, SHRM and insurance producer credits.

**Save the Date!**

VWC's 2022 Educational Conference & Exhibition will be held in-person at the Greater Richmond Convention Center, September 29-30, 2022.

**399** **31** **14**  
Attendees Speakers Sessions



# Agency Projects



01

## Implementation of Ombuds Department

VWC's Ombuds was hired in January 2021. The Ombuds Department became fully operational by mid-year. Contact information can be seen [here](#).

02

## Virginia Victims Fund Project

The Virginia Victims Fund (VVF) is engaged in a three-year Compensation Program Enhancement Project in collaboration with ICF Incorporated, LLC. The project is funded through a federal grant totaling \$303,580 from the Office of Justice Programs' Office for Victims of Crime. ICF will assist VVF in various areas, including procedural enhancements to the compensation process and identification and addressing of gaps in service delivery, including underserved populations.

VVF seeks to better uphold statutory programmatic requirements, increase the agency's ability to serve crime victims in a way that is not retraumatizing and improve understanding and ability to meet the complex needs of those we seek to serve.

03

## Continuation of System Upgrades

Enhancements to many internal systems occurred during 2021. Along with a complete refresh of the Commission's financial system, coding also began on enhancements to the internal claims processing system.

05

## Enhancements to Business Processes

VWC's Medical Fee Services [Reference Tool](#) was updated to incorporate the new 2022 Medical Fee Schedule. Enhancements were also made to the VWC Call Center with a new call tree, allowing callers to self-direct their call and get quick answers to frequently requested information.

04

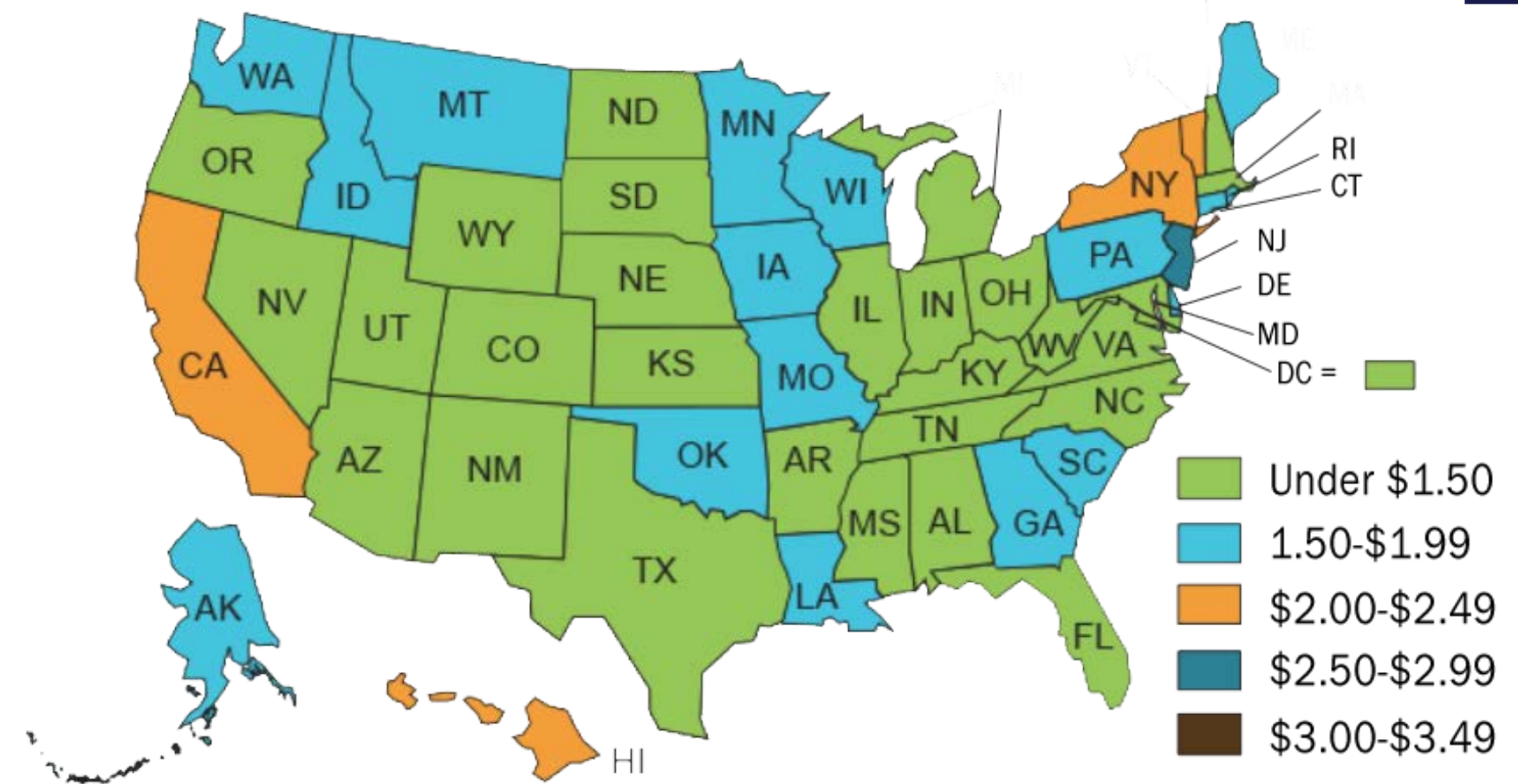
## Continuation of Records Retention

VWC's Records Management Program is for the application of effective, efficient and economical methods in creating, maintaining, storing and servicing the Virginia Workers' Compensation Commission and related funds documents and files. In 2021, more than 1.1 million electronic documents were purged through newly developed code for automation and 4,300 paper files were manually purged.

The Oregon Workers' Compensation Premium Rate Ranking Study is a leading national comparison of workers' compensation systems. This study has been completed in even-numbered years since 1986.

Virginia's low-cost workers' compensation system is known to create economic advantages in promoting business and job growth.

Type	2016	2018	2020
Indexed Rating	47	41	32
% Below Median State	67%	75%	89%



**89%**  
below the median  
state rate

**32nd**  
ranking out of 51 jurisdictions  
for premium rate ranking

**\$1.28**  
per \$100 of employee  
payroll

Source: Research and Analysis Section, Oregon Department of Consumer and Business Services (Rev. 10/20)





# Virginia Workers' Compensation Commission

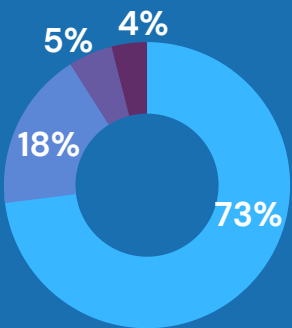
The Commission collected a 2% tax assessment from all workers' compensation insurers and self-insurers for the operating budget of the Commission, which operates on a fiscal year. Data shown here is for July 1, 2020 through June 30, 2021.

Commission Tax Collection for the Administrative Fund:

**\$30.7 million**

## Commission Expenditures

- 73% Benefits/Salaries
- 18% Contractual Services  
Computer maintenance, travel, postage and communications
- 5% Fixed Costs  
Insurance, utilities and lease agreements
- 4% Supplies/Equipment



## Uninsured Employer's Fund

The Uninsured Employer's Fund (UEF) was funded with 50% of the revenue from fines assessed by the Commission, claim payment recoveries from uninsured employers and fund reserve. 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.

**\$1.1 million**

Recoveries & Fine Revenue

**\$2.4 million**

Operating Expenses



VIRGINIA VICTIMS FUND  
Helping Innocent Victims of Crime  
OFFICIALLY CRIMINAL INJURIES COMPENSATION FUND

## Virginia Victims Fund

Officially the Criminal Injuries Compensation Fund, administered by the Commission, 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. The data shown below represents July 1, 2020 through June 30, 2021.

**\$6.7 million**

Revenue

- \$1.9 Million** Court Costs
- \$1.6 Million** Federal Grant
- \$1.9 Million** Judicial Branch Transfers
- \$1.3 Million** Restitution

**\$10 million**

Expenses

- \$7.1 Million** For 5,417 Awarded Claims
- \$2.9 Million** Administrative Costs:  
23 full-time employees, 1 part-time employee, information systems, supplies and equipment



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## LEGISLATION AND ADMINISTRATIVE CHANGES PASSED IN 2021

**1 Chapter 0436 (HB 1818)** was signed by Governor Ralph Northam on March 30, 2021 (effective July 1, 2021). The bill provides that the occupational disease presumption for death caused by hyper-tension or heart disease will apply for salaried or volunteer emergency medical services personnel who have at least five years of service and are operating in a locality that has legally adopted a resolution declaring that it will provide one or more of such presumptions. The provisions of the bill do not apply to any individual who was diagnosed with hypertension or heart disease before July 1, 2021.

Click [here](#) for a copy of HB 1818. This bill incorporates HB 2080 and is identical to SB 1275 [here](#).

**2 Chapter 0507 (HB 1985)** was signed by Governor Ralph Northam on March 31, 2021 (effective July 1, 2021). The bill establishes a presumption that COVID-19 causing the death or disability of health care providers is an occupational disease compensable under the Workers' Compensation Act.

Click [here](#) for a copy of HB 1985.

**3 Chapter 0448 (HB 2134)** was approved by Governor Ralph Northam on March 30, 2021 (effective July 1, 2021). The bill prohibits the consideration, in any determination regarding whether an individual is an employee or independent contractor, for the purposes of a civil action for employment misclassification, unemployment compensation, and workers' compensation, of the provision of personal protective equipment by a hiring party to the individual in response to a disaster caused by a communicable disease of public health threat for which a state of emergency has been declared.

Click [here](#) for a copy of HB 2134.

**4 Chapter 0547 (HB 2207)** was approved by Governor Ralph Northam on April 7, 2021 (effective July 1, 2021). Establishes a presumption that COVID-19 causing the death or disability of firefighters, emergency medical services personnel, law-enforcement officers, correctional officers, and regional jail officers is an occupational disease compensable under the Workers' Compensation Act.

The bill provides that such presumption applies to any death or disability occurring on or after July 1, 2020, caused by infection from the COVID-19 virus, provided that for any such death or disability that occurred on or after July 1, 2020, and prior to December 31, 2021, the claimant received a diagnosis of COVID-19 from a licensed physician, after either a presumptive positive test or a laboratory confirmed test for COVID-19, and presented with signs and symptoms of COVID-19 that required medical treatment.

This bill is identical to SB 1375. Click [here](#) for a copy of HB 2207.



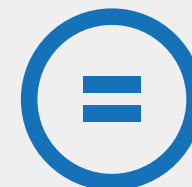


Major Workplace  
Injuries Reported  
**48,201**

First Report of  
Injury (FROI)  
Forms Filed  
**253,393**

Subsequent Report  
of Injury (SROI)  
Forms Filed  
**180,379**

Claims Received  
**34,751**



Request for  
Hearings  
**28,528**

Assertion  
of Rights  
**1,098**

Employer's  
Applications  
for Hearings  
**1,247**

Medical Provider  
Applications  
**3,878**

### Distribution of Injury



**11%** Head | **1%** Neck



**35%** Upper Extremity



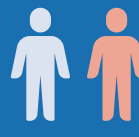
**17%** Trunk



**21%** Lower Extremity



**15%** Multiple Body Parts



**51%** Male | **49%** Female



Average Disability  
Days Per Claim  
**3**



### WebFile Paperless Users

WebFile is a paperless option that  
gives users secure access to claims  
and documents 24 hours per day.

Total WebFile Logins: **901,121**  
**4%** Increase from 2020

**97%** of WebFile Users are Paperless  
**33%** Increase from 2020

### RATE INFORMATION

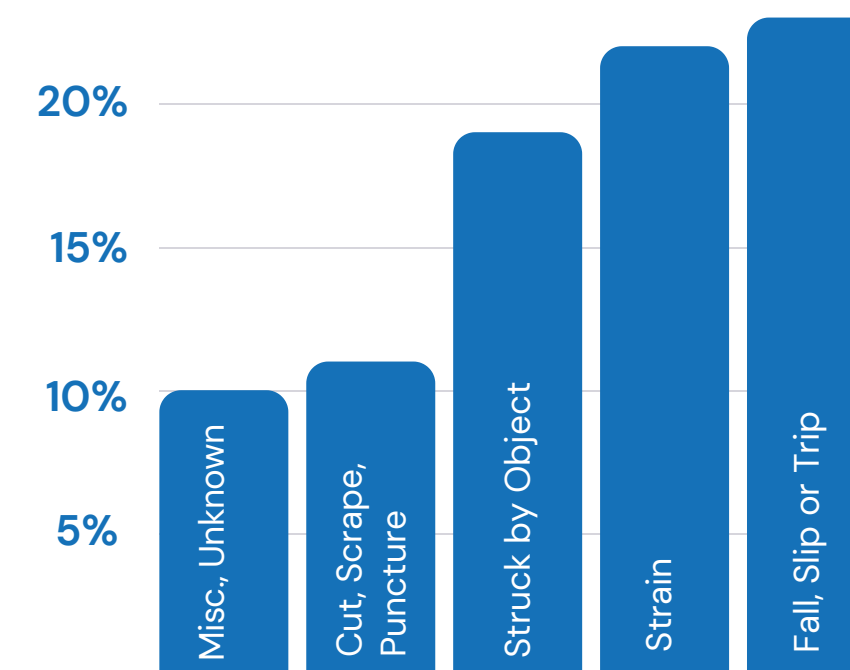
Maximum Compensation Rate  
Effective July 1, 2021  
**\$1,195**

Minimum Compensation Rate  
Effective July 1, 2021  
**\$298.75**

Cost of Living (COLA) Rate  
Effective October 1, 2021  
**1.4%**



### Injury by Event – Top Five





## MEDICAL FEE SERVICE DEPARTMENT

The Commission's Medical Fee Service Department monitors, maintains and provides various points of access to the schedules and ground rules. The department also responds to stakeholder fee schedule inquiries and performs administrative medical fee dispute determinations.

MFS Schedules/Web  
Content Accessed  
**11,317**

Stakeholder  
Assistance  
**2,939**

Maximum Fee  
Amounts Reviewed  
**\$2,517,135**



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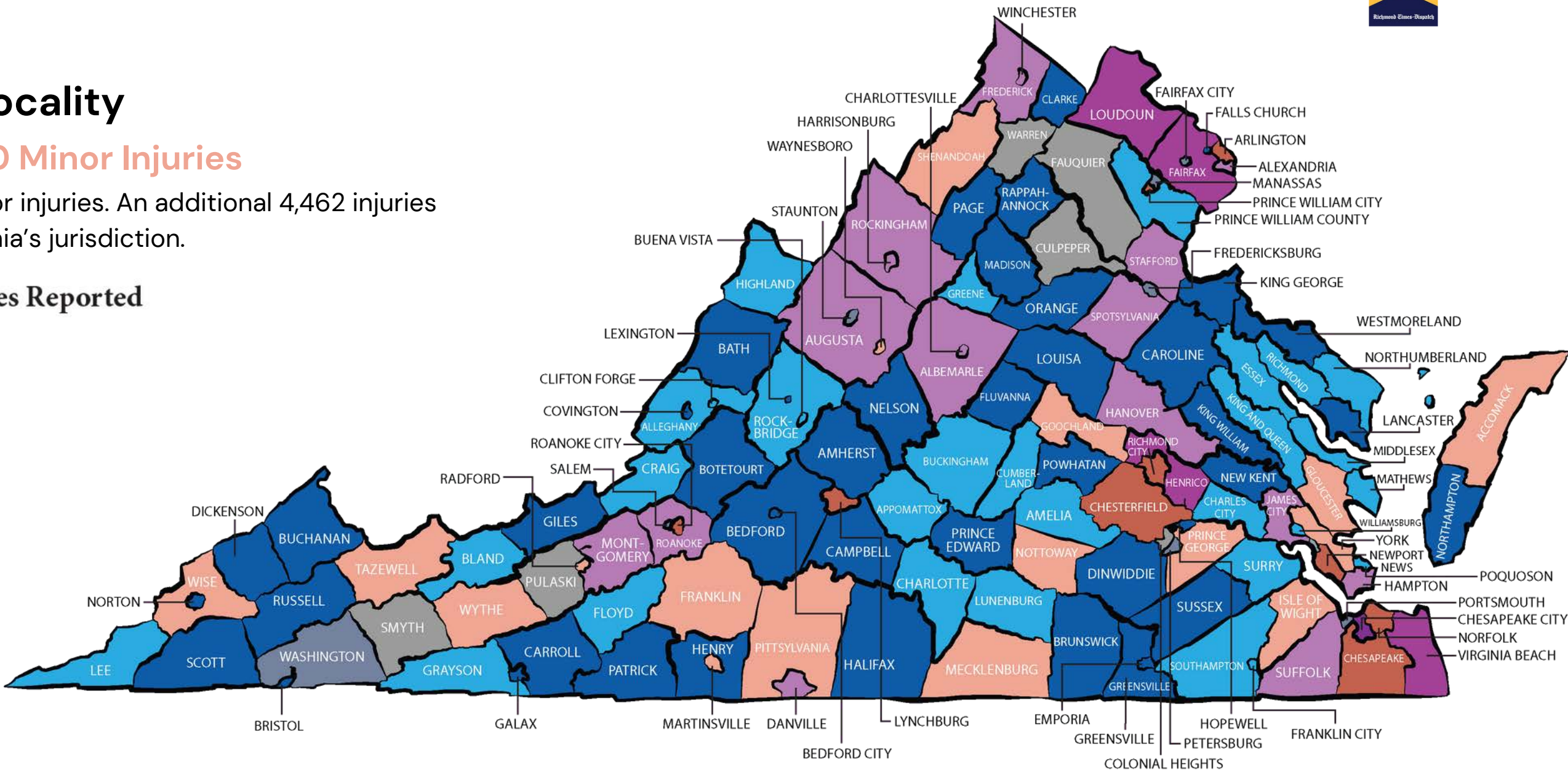
# Breakdown of Injuries by Locality

48,201 Major Injuries and 69,080 Minor Injuries

This map reflects the total of major and minor injuries. An additional 4,462 injuries occurred outside of Virginia, but within Virginia’s jurisdiction.

Number of Injuries Reported

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



Download spreadsheet breakdown [here](#).



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Judicial System

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 before a Deputy Commissioner for an evidentiary hearing or on-the-record decision. Appeals are docketed for review by the full Commission, which usually sits with a panel of the three Commissioners. Decisions of the full Commission’s decisions may be made to the Court of Appeals of Virginia. Appeals of these decisions are docketed for review by the full Commission consisting of the three Commissioners. Appeals of the full Commission’s decisions 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.).



Total Aggregate Value of Settlements

\$253,600,035

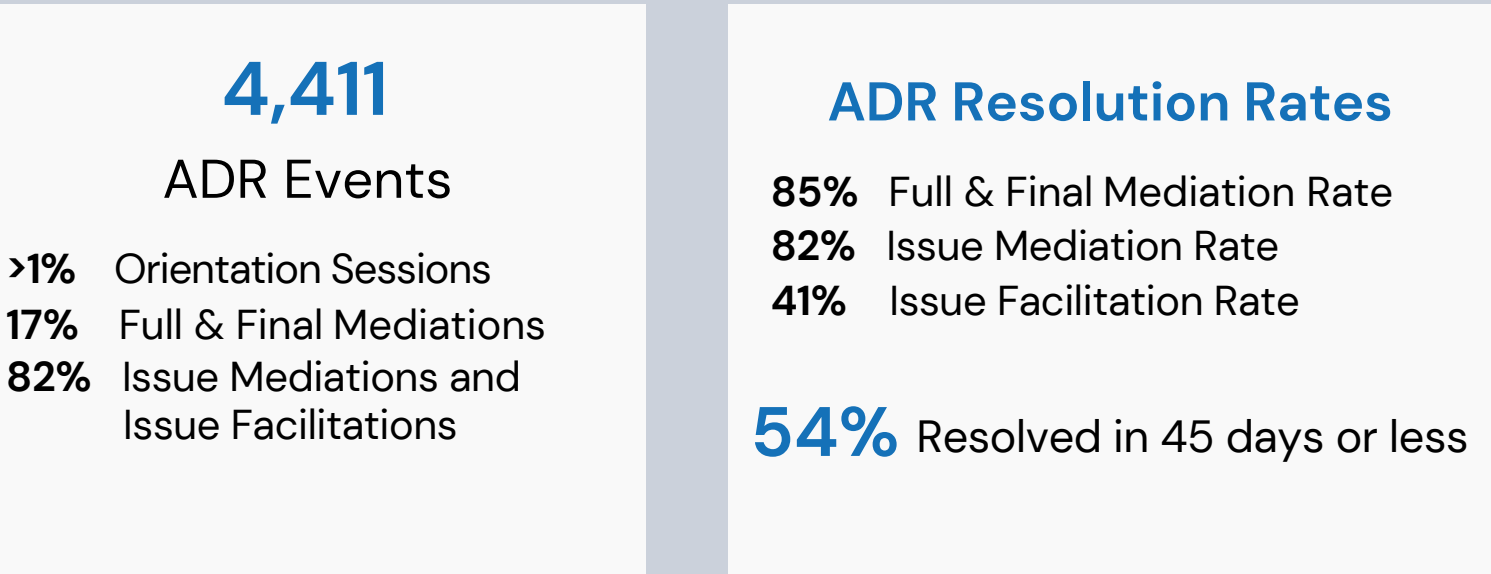
Approved Settlements

4,839

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 20 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. In 2021, pursuant to a JLARC recommendation, the Commission changed its policy and now allows Staff Attorneys to mediate Full and Final Mediations using the Neutral Facilitation model.







## 2021 DEPUTY COMMISSIONERS

\*Managing Deputy Commissioners

### BRISTOL

Hon. Christen W. Burkholder

\*Hon. D. Edward Wise, Jr.

### HARRISONBURG

\*Hon. Jason P. Cording

Hon. William R. Culbreth

### RICHMOND

Hon. Fredrick M. Bruner

Hon. John T. Cornett, Jr.

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.

### FAIRFAX

Hon. Susan E. Cummins

\*Hon. John S. Nevin

Hon. Dana L. Plunkett

Hon. Josh Wulf

### MANASSAS

Hon. W. Geovanni Munoz

\*Hon. Jimese Pendergraft Sherrill

Hon. William T. Kennard

### 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

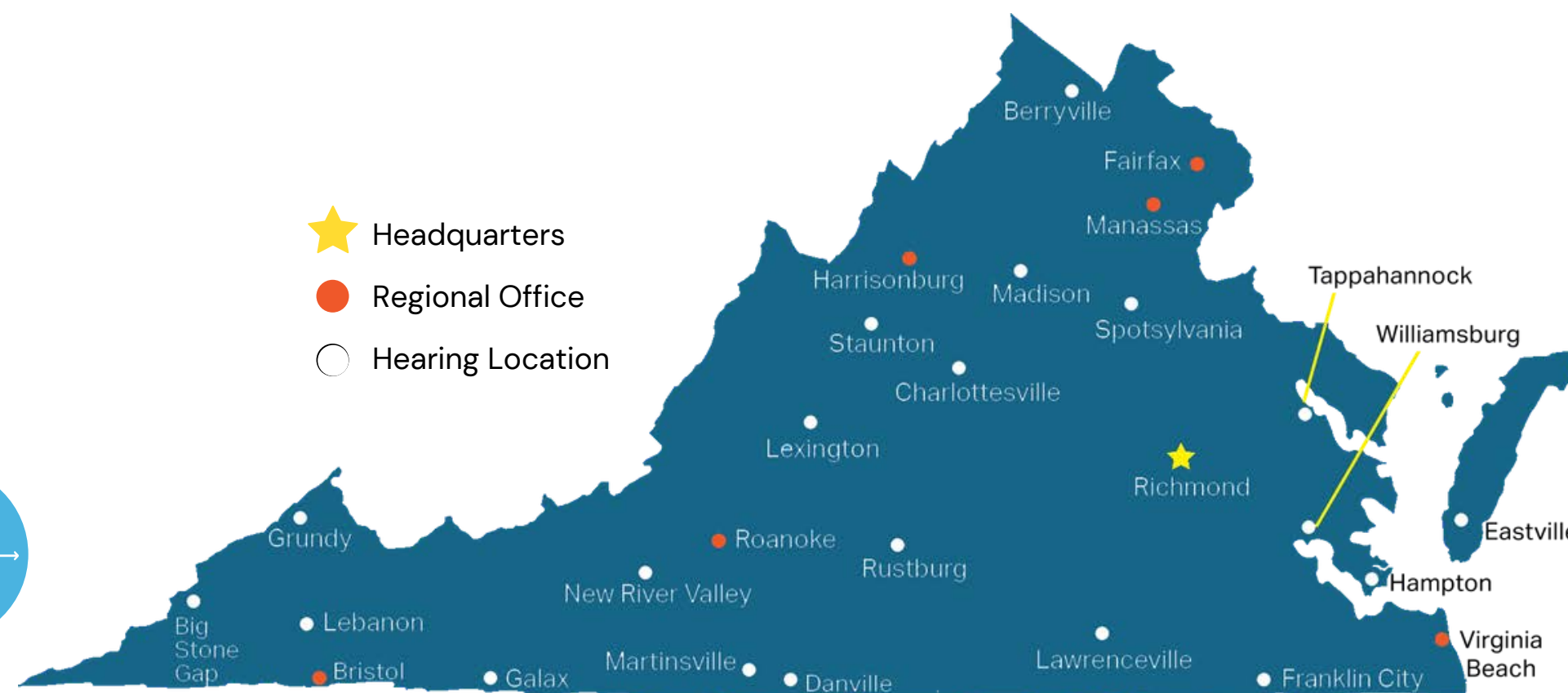


BRISTOL | FAIRFAX | HARRISONBURG  
MANASSAS | ROANOKE | VIRGINIA BEACH

HQ LOCATION: RICHMOND, VA

## 23 Deputy Commissioners

serve as administrative law judges and preside over evidentiary and on-the-record hearings throughout the Commonwealth to determine rights and liabilities of parties under the Act.



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# Compliance Process Flow

Employer | EDI | PEO



VWC provides guidance on electronic claims submissions and coverage requirements, and monitors compliance regularly. 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.

## Employer Compliance

### Certificate of Workers’ Compensation Insurance

If requested by an employer, a Certificate of Workers’ Compensation Insurance (Form 61A) is provided by the Commission in support of any Commonwealth of Virginia business licensing and registration requirements.

14,771  
Online Submissions  
in 2021

### Investigations Unit

An employer conducting business in Virginia must maintain an insurance policy in accordance with the provisions set forth in the Virginia Workers’ Compensation Act. The Investigations Unit conducts employer insurance policy verification sweeps throughout the Commonwealth of Virginia to ensure that employers are compliant with insurance coverage requirements.

562  
Sweeps  
in 2021

Due to the operational constraints resulting from COVID-19 no sweeps were conducted during the first half of 2021. The Investigations Unit resumed its sweeps in July 2021.

## Electronic Data Interchange Compliance

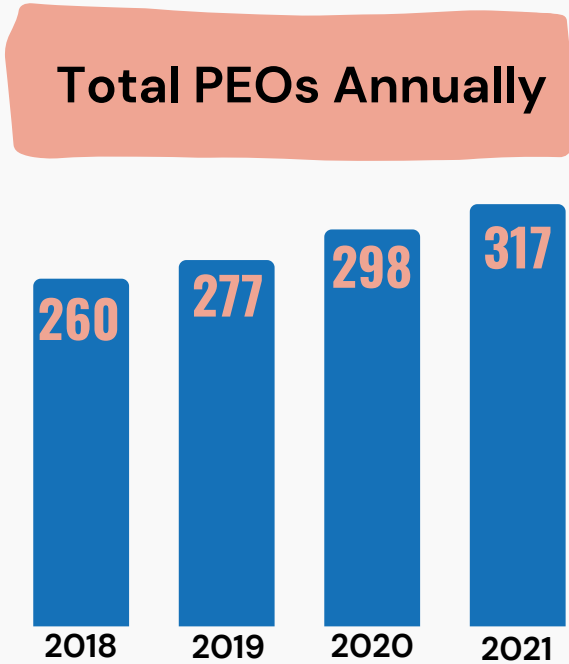
Claim Administrators are required to submit various Electronic Data Interchange (EDI) transactions on claims depending on what actions are taken throughout the claim’s lifespan. The compliance team within the EDI Department issues report cards to trading partners in an effort to decrease Penalty Orders issued for late submission of reports and transactions, and provide a useful guide to trading partners on their status.

EDI training continues as new trading partners come on board and existing trading partners seek assistance with their filings.

## Professional Employer Organization Compliance

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.

The number of PEOs increased 6% in 2021.



The number of PEO’s may vary due to the timing of reporting and any registrations that may be revoked or suspended.





# Program Administration

The Commission manages three programs.

## 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 may place a lien on assets of the uninsured employers until the debt is repaid.

These claims are managed 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.

VVF's mission 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.

### Awarded to Victims

\$5,426,408

### VVF Claims Received

1,539

### VVF Crime Types

- 38% Assault (non-domestic)
- 22% Homicide
- 22% Assault (domestic)
- 18% Other

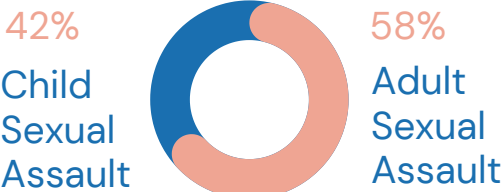
### SAFE Claims Received

1,849

Paid by SAFE for forensic evidence collection and associated expenses

\$1,715,027

### SAFE Claims Breakdown



Funeral expenses accounted for 40% of VVF's claim payments.



# Looking Ahead

01

## Implementation of Updated Medical Fee Schedule

Work in various departments will result in an updated Medical Fee Schedule and Lookup Tool to be implemented January 1, 2022.

02

## Harrisonburg Regional Office Relocation

VWC's Harrisonburg regional office relocation is targeted for spring 2022. The relocation will allow space for a dedicated mediation room and additional attorney conference rooms. Enhanced security measures will also be implemented, consistent with all other regional office locations.

03

## Automation of Business Processes

Automation of certain Human Resources and timekeeping systems will be implemented in 2022, with training for Commission employees. These automated processes will reduce the Commission's dependency on paper and further support VWC's innovative hybrid work model.

04

## Reinstatement of In-Person VWC Educational Conference and VVF Symposium

The 2022 VWC Educational Conference and Exhibition will be held in-person at the Richmond Convention Center, September 29-30th. Additionally, the Virginia Victims Fund will host its First Annual VVF Symposium in-person, September 30th, 2022 at the same location.

05

## Virginia Victims Fund's 45th Anniversary

The Virginia Victims Fund will celebrate its 45th anniversary during 2022. The Fund was created July 1, 1977. Various celebration activities will be planned to commemorate the anniversary.

06

## Continued Response to COVID-19

As the COVID-19 pandemic continues into 2022, the Commission will monitor fiscal and staffing plans, making adjustments if necessary. The Commission's COVID-19 Task Force will continue to meet regularly and make recommendations as needed.

07

## VWC Headquarters Modifications

The Commission will evaluate redesign options of its headquarters building, as well as leasing options for a portion of the building space.







Commissioners



**Hon. Robert A. Rapaport**  
Chairman



**Hon. Wesley G. Marshall,**  
Commissioner



**Hon. R. Ferrell Newman,**  
Commissioner

Senior Leaders



**Evelyn V. McGill**  
Executive Director



**Hon. James J. Szablewicz**  
Chief Deputy Commissioner

Judicial Leaders



**Deborah W. Blevins**  
Alternative Dispute  
Resolution Managing  
Deputy Commissioner



**Frederick M. Bruner**  
Judicial Petition and  
Order Deputy  
Commissioner



**Lorraine B. D'Angelo**  
Ombuds

Departmental Leaders



**Paul J. Baitinger**  
Chief Information Officer



**Kassandra D. Bullock**  
Virginia Victims Fund  
Director



**Chadwick D. Burns**  
Project Management  
Office Manager



**Vivian R. Lane**  
Director of Claims Services  
Insurance Compliance



**Amy M. Pearson**  
Chief Financial Officer  
Financial Services



**Angela F. Gibbs**  
Judicial Compliance  
Show Cause Deputy  
Commissioner



**Jason S. Quattropani**  
Clerk of the Court



**Faith G. Richardson**  
Human Resource  
Manager



**Charles W. Steepleton**  
Director of Correspondence  
Management and  
Outreach Services



**Stephanie C. Sweeney**  
EDI Quality Assurance  
Manager



**Drema M. Thompson**  
Medical Fee Services  
Manager



**Michael S. Wickham**  
Information Security Officer