



ANNUAL REPORT

Virginia Workers' Compensation Commission

2022





VWC LEADERS



VWC 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. Robert A. Rapaport, Chairman;
Hon. Wesley G. Marshall, Commissioner; Hon. R. Ferrell Newman,
Commissioner; Hon. James J. Szablewicz, Chief Deputy Commissioner



CHAIRMAN'S MESSAGE

"It is amazing what you can accomplish if you do not care who gets the credit." Harry S. Truman

2022 has been a year of great accomplishments at the Virginia Workers' Compensation Commission. It is more than the almost two million pieces of out going mail; the 8,147 contacts handled by the Ombuds' office; the 3,934 ADR events or the 91% success rate in the full and final mediations; the 7,107 docketed evidentiary hearings or the 1,291 opinions issued in those cases or the nearly 200 opinions issued in hearing held on the record. It is also the \$5.5 million paid in awarded claims by the Virginia Victims Fund; the development of the Commission's Petition for Medical Treatment (PMT) program; the continued success of the Medical Fee Schedule (MFS); and the implementation of the hybrid hearing and work programs. None of these accomplishments occurred in a vacuum. They are the result of the tireless work performed by everyone at the Commission and the Virginia Victims Fund on behalf of the citizens of the Commonwealth.

In addition to these achievements, the Commission was voted for a second consecutive year a Top Workplace in the Richmond Region and a Top USA Workplace. The Commission was also recognized with the Doers Award, which is given to a company that knows its mission, is moving in the right direction and working efficiently. These recognitions are particularly notable as they are voted upon by our team members.

Our goal is to the lead the nation in the delivery of workers' compensation services. To achieve this goal we plan purposefully, prepare prayerfully, proceed positively and pursue our mission persistently. While we look back on all we have accomplished it is not the end of our journey but, rather, the starting point for the next leap forward.

Robert A. **Rapaport**
Chairman



KEY ACCOMPLISHMENTS

VWC Recognized as 2022 Top Workplace in Virginia and in the USA



VWC was recognized as a 2022 Top Workplace in Virginia and in the USA, ranking third out of 21 companies awarded in the mid-sized category. VWC was also awarded the Doers Award, which is given to a company that knows its mission, is moving in the right direction and working efficiently. These recognitions are achieved through an anonymous employee survey conducted by the Richmond Times-Dispatch and the employee research firm, Energage.

Successful Hybrid Work Model



VWC's hybrid work model is supported through monthly departmental updates to the Commission, quarterly town halls hosted by VWC's Senior Leaders and a quarterly survey to employees allowing for anonymous suggestions, questions and concerns.

VWC Educational Conference and Exhibition



After hosting the conference virtually in 2021, VWC hosted its 2022 Educational Conference in-person at the Greater Richmond Convention Center, with more than 450 attendees. The 2023 VWC Conference will take place again in person, October 18-19, 2023.

Virginia Victims Fund's First Annual Symposium



The Virginia Victims Fund hosted its first annual Symposium in-person at the Greater Richmond Convention Center during 2022, with nearly 100 attendees and various partners and stakeholders in attendance. The 2023 Symposium will be held in-person, at the Greater Richmond Convention Center again in October 2023.

Virginia Victims Fund's 45th Anniversary Celebration



The Virginia Victims Fund celebrated 45 years of service in 2022. A kickoff event honoring the anniversary was held on July 7, 2022 at VWC's Headquarters. Since its enactment, the Fund has served more than 83,000 claimants, providing aid, care and support to crime victims and survivors.

Finalization of JLARC Recommendations



VWC finalized the implementation of the Joint Legislative Audit and Review Commission's Report recommendations, except for the System Generated Reports update due to VWC's User Interface Project, which is underway. This portion will be implemented once the User Interface Project is completed in 2024.

Significant Internal System Upgrades Underway



Ongoing technological updates continue to ensure efficiency and provide enhanced features to various VWC internal and external systems. In 2022, a large focus was placed on the multi-year effort to upgrade VWC's internal platform, CASPER, to the new User Interface technology platform.

Harrisonburg Regional Office Relocation



VWC's Harrisonburg Regional Office relocated in April 2022. The new location includes a dedicated mediation room, additional attorney conference rooms and enhanced security measures consistent with VWC's statewide initiative in all regional offices.

National Spotlight on VWC Initiatives and Programs



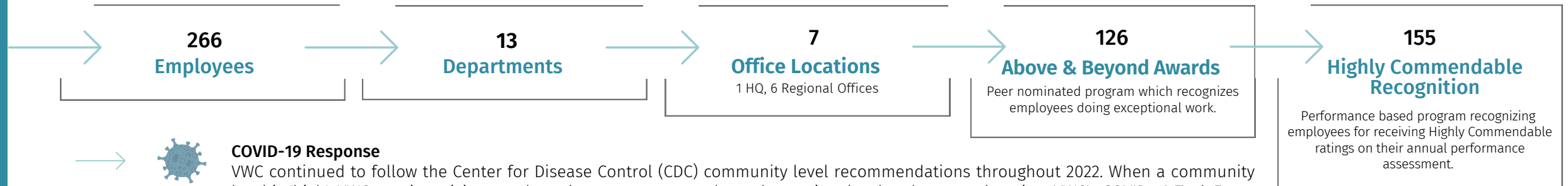
Many VWC employees serve in leadership roles with national workers' compensation programs. VWC's Alternative Dispute Resolution program and Ombuds program were featured on the national stage, at the 2022 National IAIABC Forum.


National Diversity, Equity and Inclusion Presentations





VWC presented and participated in various local and national Diversity, Equity and Inclusion (DEI) conferences and forums during 2022. VWC's DEI Initiative was also recognized by Virginia's Department of Human Resource Management as one of the strongest DEI initiatives in the Commonwealth.


AGENCY CULTURE




→  **COVID-19 Response**
 VWC continued to follow the Center for Disease Control (CDC) community level recommendations throughout 2022. When a community level is 'high', VWC requires visitors and employees to wear masks at that regional or headquarters location. VWC's COVID-19 Task Force remained in place, staying up to date with the latest CDC information and providing recommendations to the Commission accordingly.

→  **VWC Classification and Compensation Study**
 During 2022, VWC's Human Resources Department completed the implementation of the VWC Classification and Compensation Study, which aligned current employees' salaries with newly developed pay grades, based on relevant years of experience and education.

→  **Hybrid Work Structure**
 VWC's hybrid work model is supported through various transparent communication methods, including monthly reports to the Commission from each department, Bi-Weekly Department Spotlight reports to the Commission by the department head, all team communications, and quarterly town halls hosted by VWC senior leaders, which includes a survey for anonymous suggestions, questions and concerns.

→  **Diversity, Equity and Inclusion Initiative**
 VWC's Diversity, Equity and Inclusion (DEI) Initiative seeks to raise awareness, promote understanding of diversity and inclusion and foster employee engagement. VWC's DEI Initiative includes various sub-groups for employees participation including:

- Diversity Events
- Education and Training
- Diversity and Inclusion Book Club
- Conflict Resolution, Mediation Program

→  **VWC Community Service**
 VWC supports giving back to communities across the Commonwealth. All employees are encouraged to participate in various events throughout the year through the VWC Community Service Volunteer Group. In 2022, Team VWC participated in the following charitable events:

- Relay For Life (American Cancer Society) June 2022, Mechanicsville High School, Mechanicsville, VA, Raised \$5,013
- Walk to End It (Safe Harbor) November 2022, Dorey Park, Henrico, VA, Raised \$1,350
- Food Drive (Feed More) December 2022, Raised \$130 and collected 194 pounds of food for donation
- An additional \$3,682 was donated through the Commonwealth of Virginia Campaign (CVC).

OUTREACH & EDUCATION

VWC provides outreach, education and communication through various methods and platforms shown below.



Ombudsman Department

VWC's Ombudsman Department serves as a free, confidential resource, providing information and assistance to workers, employers and other parties who are not represented by a lawyer and need help understanding the workers' compensation system.

8,147 Contacts Assisted

Client Type Assisted

- 89% Claimant
- 5% Unofficial Representative
- 3% Employer
- 1% Carrier
- 2% Other

Top Five Topics

- 14% Obtaining an Attorney
- 13% Workers' Compensation Process
- 10% Medical Treatment
- 9% Hearings
- 9% Medical Records

Correspondence

Mail Correspondence

- 103,082 Incoming Mail
- 1,995,754 Outgoing Mail
- 173,884 E-Faxes Received

Online Correspondence

- 43 External Communications
- 652,011 VWC Website Visitors
- 64,733 VVF Website Visitors

Outreach

- 53 VWC Outreach/Training Partnerships
- 76 VVF Outreach/Training Partnerships

Phone Calls Received

- 51,820 VWC Incoming Calls
- 1,617 VWC Calls Using Translation
- 21 Languages Translated During VWC Calls
- 26,668 VVF Incoming Calls
- 11,455 VWC Insurance Department Calls

VWC Educational Conference



ATTENDEES
456



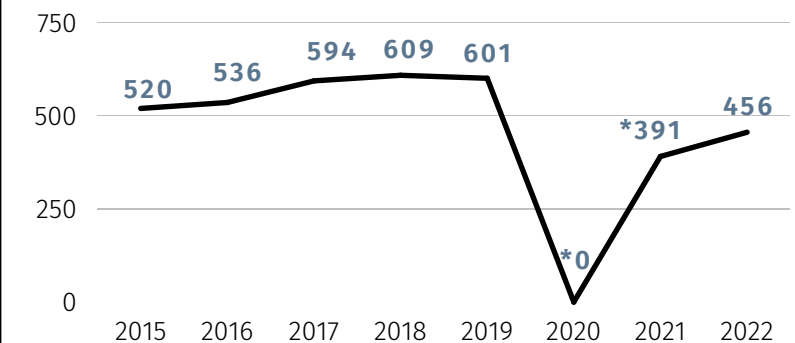
PRESENTERS
32



SESSIONS
27

Continuing education credits included CDMS, CCM, MCLE, SHRM, CME and insurance producer credits.

VWC Conference Attendees Year to Year



*2020 conference was canceled due to COVID-19.








*2021 conference was held virtually.

Save the Date!

VWC Educational Conference & Exhibition and VVF Symposium
October 18-19, 2023 at the Greater Richmond Convention Center

AGENCY PROJECTS



-  **Petitioning Authorization of Medical Treatment (PMT) Pilot Project**
Beginning January 1, 2022, the Commission undertook a pilot program, known as the PMT Pilot Project, to expedite claims for medical treatment only. The program was available in cases where an Award had been entered, a treating physician was established, and both the claimant and the employer were represented by counsel. By the end of 2022, 351 petitions were processed within the Pilot Project. Of these, nearly half the claims were accepted and never went to a hearing docket, expediting the process. This successful pilot project will see ongoing development in 2023.
-  **ADR Online Scheduling Pilot Project**
In July 2022, in an effort to make scheduling Full and Final Mediations more efficient, the Commission's Alternative Dispute Resolution Department (ADR) began a pilot project using a scheduling software, SignUpGenius. The project quickly eliminated the waitlist of cases that had grown due to a pause in mediations during the COVID-19 pandemic. By October 1, 2022, the ADR Department implemented the use of SignUpGenius as the primary process for scheduling Full and Final Mediations, allowing mediations to be scheduled quickly, with options for in-person, phone and WebEx (virtual) mediations.
-  **Continuation of System Upgrades**
Enhancements and adjustments to various internal systems occurred during 2022. A large focus was placed on coding the enhancements to VWC's internal application, CASPER, which will be finalized in 2024.
-  **Virginia Victims Fund (VVF) Website Launch**
Phase one of VVF's website refresh was completed in December 2022. Phase two is planned for 2023 and will continue to enhance visitors' experience.
-  **Cardinal Migration Project**
Over the past several years, the Commonwealth has been working to replace aging personnel and payroll administrative systems. In preparation for the Cardinal HCM system's implementation, the Commission's Human Resources and Payroll Team attended many meetings and trainings and completed numerous tasks needed for system implementation. On October 3, 2022, the Commission took part in Release 3 of Cardinal HCM as the new administration application for human resources management, health benefits, time and attendance and payroll went live.
-  **Implementation of Updated Medical Fee Schedule**
On January 1, 2022, an updated Medical Fee Schedule was implemented, as well as an updated MFS Reference Tool. Training and education on the updated schedule and tool were conducted throughout 2022.
-  **Streamlined Process for Virginia Victims Fund's Printing and Mailing Systems**
All incoming and outgoing mail processing for the Virginia Victims Fund is now handled by VWC's Correspondence Management Department, freeing up time for VVF employees to process claims more efficiently.

AGENCY FINANCIALS



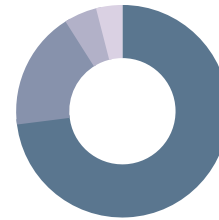
Commission Funds

The Commission collected a 2.4% tax assessment from all workers' compensation insurers and self-insurers for the Commission's operating budget, which operates on a fiscal year. This data represents July 1, 2021 through June 30, 2022.

\$35.6 million
Commission Tax Collection for
the Administrative Fund

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

- 0.10% tax assessment from all workers' compensation insurers and self-insurers;
- 50% of the revenue from fines assessed by the Commission;
- 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.

\$2.67 million
Tax Assessment, Recoveries
and Fine Revenue

\$2.54 million
Operating
Expenses



Virginia Victims Fund

The Virginia Victims Fund (VVF), officially the Criminal Injuries Compensation Fund, is administered by the Commission. 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. This data represents July 1, 2021 through June 30, 2022.



Virginia Victims Fund Revenue and Expenses

REVENUE: \$7.3 Million

- \$1.7 Million Fines
- \$2.0 Million General Fund Contributions
- \$2.9 Million VOCA Grant
- \$607,790 Restitution
- \$49,243 VOCA Enhancement Grant
- \$4,450 Miscellaneous

EXPENSES: \$8.5 Million

- \$5.5 Million Awarded Claims
- \$3.0 Million Administrative Costs:
24 full-time employees, 1 part-time employee, information systems, supplies and equipment



LEGISLATIVE UPDATE

→ **Chapter 231 (HB689)** was signed by Governor Glenn Youngkin on April 8, 2022 (effective July 1, 2022). The bill adds scooters to the list of medical equipment an employer is required to furnish to an employee under certain circumstances under the Virginia Workers' Compensation Act. The bill raises the limit on the aggregate cost of items and modifications required to be furnished by an employer to an injured employee from \$42,000 to \$55,000, to be increased on an annual basis.

→ **Chapter 644 (HB923)** was signed by Governor Glenn Youngkin on April 11, 2022 (effective July 1, 2022). The bill extends from December 31, 2021, to December 31, 2022, the date by which COVID-19 causing the death or disability of a health care provider is presumed to be an occupational disease compensable under the Virginia Workers' Compensation Act.

→ **Chapter 497 (HB1042)** was signed by Governor Glenn Youngkin on April 11, 2022 (effective July 1, 2022). The bill provides that the time period for filing a workers' compensation claim for certain cancers is two years after a diagnosis of the disease is first communicated to the employee or within 10 years from the date of the last injurious exposure in employment, whichever first occurs. The bill provides, however, that such claim for benefits shall be barred if an employee is 65 years of age or older, regardless of the date of diagnosis, communication, or last injurious exposure in employment.

→ **Chapter 210 (HB749)** was signed by Governor Glenn Youngkin on April 8, 2022 (effective July 1, 2022), Virginia Victims Fund. The bill provides that the Department of Criminal Justice Services shall adopt guidelines to make funds from the Virginia Sexual and Domestic Violence Victim Fund, which is used to support the prosecution of domestic violence cases and victim services, available to sexual assault service providers and hospitals for the purpose of funding the cost of salaries and equipment for sexual assault forensic examiners, sexual assault nurse examiners, and pediatric sexual assault nurse examiners, with priority for funding such costs given to such forensic examiners and nurse examiners serving rural or underserved areas of the Commonwealth.





INJURIES REPORTED

37,842

Major Workplace Injuries Reported



278,558

First Report of Injury (FROI) Forms Filed



168,362

Subsequent Report of Injury (SROI) Forms Filed



33,053

Claims Received



28,419

Request for Hearing

972

Assertion of Rights

1,297

Employer's Applications for Hearing

2,365

Medical Provider Applications

Distribution of Injury



12% Head | 1% Neck



35% Upper Extremity



16% Trunk



21% Lower Extremity



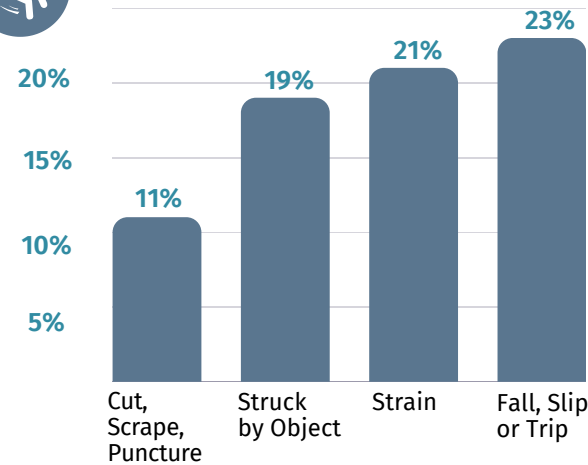
15% Unknown/Other



41% Male | 59% Female



Injury by Event - Top Four



7.2

Average Disability Days

This figure represents the initial period of disability. It does not include subsequent absences from work due to the injury.

Rate Information

Maximum Compensation Rate
Effective July 1, 2022
\$1,290

Minimum Compensation Rate
Effective July 1, 2022
\$322.50

Cost of Living (COLA) Rate
Effective October 1, 2022
7.4%



WebFile Paperless Option

VWC's online platform, WebFile, gives users secure access to claims and documents anytime, anywhere.

• **891,150** WebFile Logins

• **181,433** WebFile Users

• **45%** of WebFile Users are Paperless



MEDICAL FEE SERVICES DEPARTMENT

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



Maximum Fee Amounts Reviewed

\$7,452,513



MFS Schedules/Web Content Accessed

19,092

MFS Schedules and Reference Tool are available online [here](#).



Stakeholder Assistance

3,802



MFS Newsletters

MFS publishes a quarterly newsletter, available on VWC's website [here](#).

Sign up to receive the MFS newsletter [here](#) by selecting 'Medical Provider' as client type.

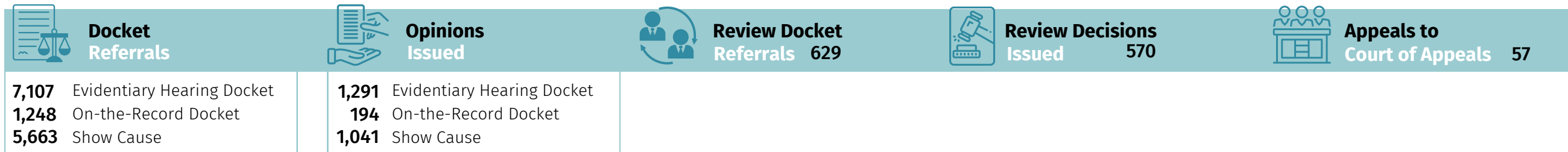


ADJUDICATION

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 before a Deputy Commissioner 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. Appeals of the full Commission's decisions can be made 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.).

\$259,877,635 Total Aggregate Value of Settlements

4,831 Approved Settlements

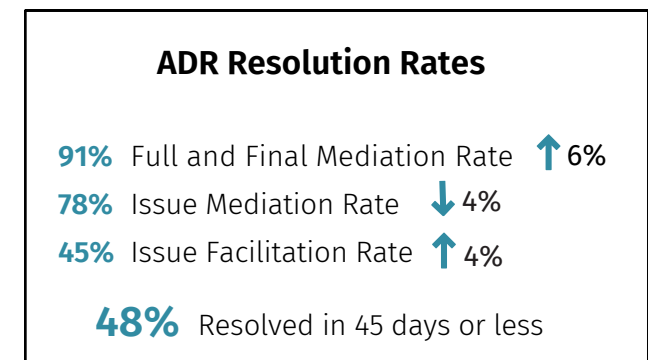
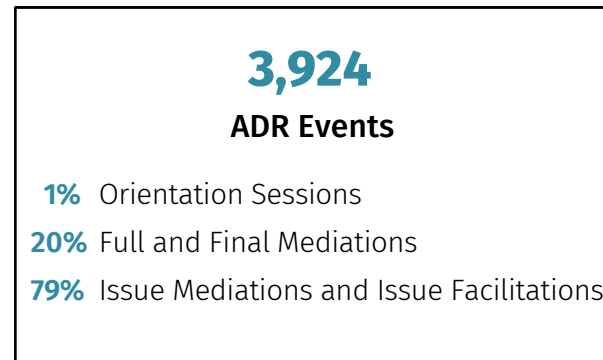


Alternative Dispute Resolution

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, without going through the formal hearing process.

The Commission's 23 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.

The Full and Final waitlist, a byproduct of the COVID-19 pandemic, was eliminated in October 2022 by implementation of a scheduling software, SignUpGenius.





REGIONAL LOCATIONS

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.

Deputy Commissioners by Regional Location

BRISTOL

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

FAIRFAX

Hon. Susan E. Cummins
Hon. John S. Nevin
Hon. Dana L. Plunkett*
Hon. Josh Wulf

HARRISONBURG

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

MANASSAS

Hon. William T. Kennard
Hon. W. Geovanni Munoz*
Hon. Jimese Pendergraft Sherrill

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. P. Randolph Roach, Jr.

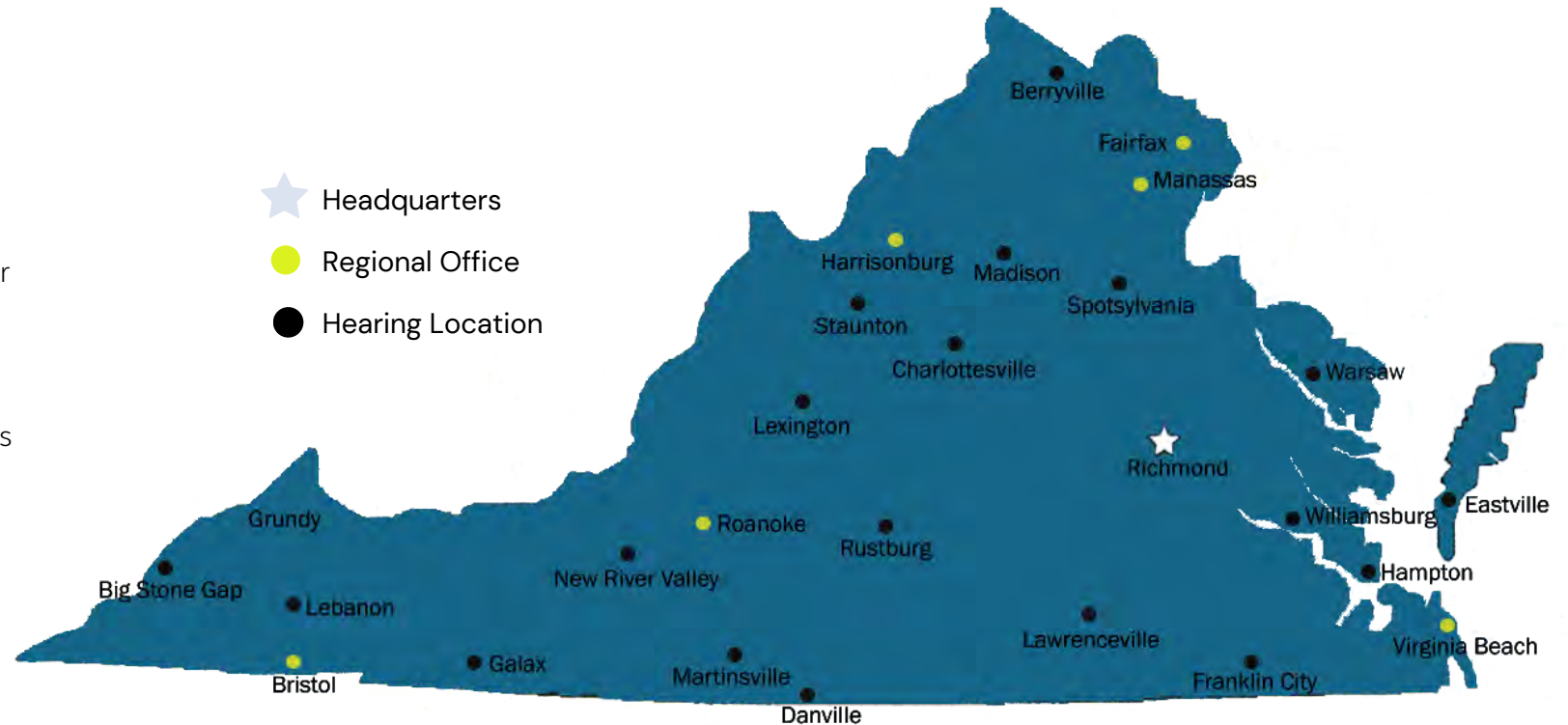
ROANOKE

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

- ★ Headquarters
- Regional Office
- Hearing Location



*Managing Deputy Commissioner



COMPLIANCE

Compliance Process Flow

Employer | EDI | PEO



WVC 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. WVC 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.

14,867
Online Submissions

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.

1,468
Sweeps ↑ 62% from 2021

Electronic Data Interchange Compliance

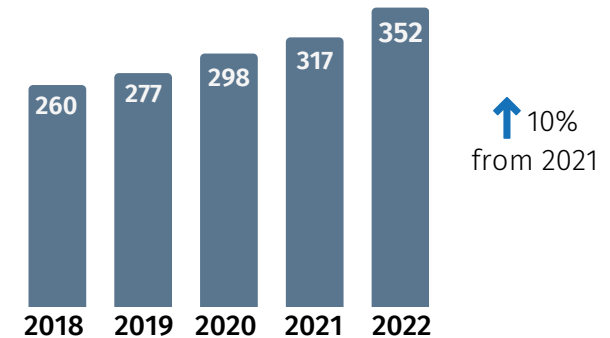
Claim Administrators are required to submit various Electronic Data Interchange (EDI) transactions on claims depending on what actions are taken throughout the claim's lifespan. The compliance team within the EDI Department issues report cards to trading partners in an effort to decrease Penalty Orders 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.

Total PEOs



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.

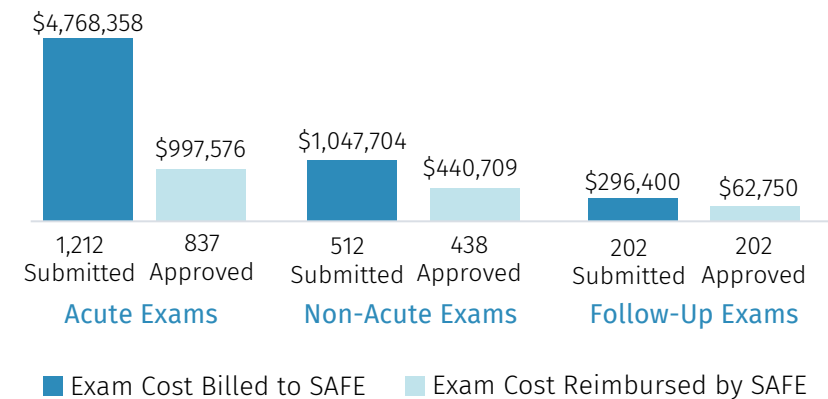
VVF operates on a fiscal year. The amounts shown are from July 1, 2021 - June 30, 2022.

1,643 VVF Claims Received
\$5,460,002 Awarded to Victims
 Funeral expenses accounted for 45% of VVF's claim payments.

VVF Crime Types
36% Assault (non-domestic)
23% Homicide (non-domestic)
14% Assault (domestic)
27% Other

Sexual Assault Forensic Exam (SAFE)

\$1,711,278 Paid by SAFE for forensic evidence collection and associated expenses
 Claims Breakdown: **52%** Adult Sexual Assault | **48%** Child Sexual Assault



LOOKING AHEAD

Updated Medical Fee Schedule and MFS Reference Tool



The Medical Fee Schedule will be reviewed and the MFS Reference Tool will be redesigned during 2023. The updated schedule and tool will be implemented January 1, 2024.

Restructure and Expansion of VWC Departments



VWC's Human Resources Department will undergo restructuring to meet increased needs, including enhanced staffing. VWC's Ombudsman Department will also grow its team in 2024.

Continued Technological Enhancements



The multi-year effort to upgrade VWC's internal platform, CASPER, to the new User Interface technology platform will continue through 2023 with completion projected for 2024.

Expansion of VWC's Human Resources System



Expansion of VWC's Human Resources system, Kronos, is planned for talent acquisition and performance management automation in 2023, reducing VWC's dependency on paper and further supporting VWC's hybrid work model.

Implementation of PMT Program



With the success of the PMT Pilot Program in 2022, plans to officially integrate the program will occur in 2023.

In-Person VWC Educational Conference and VVF Symposium



The VWC Educational Conference and Exhibition and VVF Symposium will be held in-person at the Greater Richmond Convention Center October 18-19, 2023.

Planned Transition to EDI 3.1 Standard



In 2022, VWC began transitioning to the IAIABC's Release 3.1 EDI Standard for claims reporting. VWC's EDI Quality Assurance Department began developing the requirements for Release 3.1 in 2022. Requirements will be finalized in 2023, with final implementation planned for January 2025.

Continued Modification of VWC Headquarters



VWC will continue to evaluate redesign options of its headquarters building and additional leasing options for portions of the building space.

Enhancements to the Virginia Victims Fund's Online Systems



Phase two of VVF's website refresh is planned for 2023 and will augment visitors' experience. Upgrades to VVF's internal and external systems are also underway, which will improve functionality and reporting.

Continue Development of Employee Engagement Activities



Continue to invest in our talented pool of employees and resources by creating meaningful roles and activities through feedback, encouragement, communication and autonomy, to enhance all VWC engagement activities.



VWC CONTACT INFORMATION

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

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
Angela F. Gibbs
Judicial Compliance
Show Cause Deputy
Commissioner
Jason S. Quattropani
Clerk of the Court

Departmental Leaders



Paul J. Baitinger
Chief Information Officer
Shannon Dion
Director of Virginia
Victims Fund
Chadwick D. Burns
Project Management
Office Manager
Vivian R. Lane
Director of Claims Services
and Insurance Compliance
Amy M. Pearson
Chief Financial Officer
Financial Services
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

