

# Workers' Compensation Commission

## MISSION

The Maryland Workers' Compensation Commission seeks to secure the equitable and timely administration of the provisions of the Maryland Workers' Compensation Law on behalf of its customers, the injured workers and their employers, by providing an efficient and effective forum for the resolution of individual claims.

## VISION

The Maryland Workers' Compensation Commission envisions a State wherein injured workers and employers are empowered to create an equitable partnership to facilitate prompt and fair resolution of workers' compensation matters.

## KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

### Goal 1. Improve the effectiveness and timely delivery of services provided to customers of the Workers' Compensation Commission.

- Obj. 1.1** Maintain setting 90 percent or more of all non-permanency hearings within 60 days of the date when issues are filed.
- Obj. 1.2** Maintain a conformance rate of at least 95 percent for the issuance of Commission Orders within 30 days after the conclusion of a hearing.
- Obj. 1.3** Maintain an average of no more than 10 days between the hearing date and the first award issued by the Commission.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Number of non-permanency hearings set	21,079	22,880	23,198	22,172	22,358	22,200	22,200
Percent of non-permanency hearings set within 60 days	88%	83%	93%	94%	92%	94%	94%
Number of Commission Orders issued	17,464	17,875	16,899	15,986	16,848	16,900	16,900
Percent of Orders issued within 30 days of hearing	99%	99%	99%	100%	100%	100%	100%
Number of awards ordered post-hearing	17,464	17,752	16,797	15,907	16,776	16,800	16,800
Average number of days between hearing date and award issued	9	8	8	7	10	8	8