

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	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Number of non-permanency hearings set	23,198	22,172	22,358	21,668	24,139	24,200	24,200
Percent of non-permanency hearings set within 60 days	93%	94%	92%	85%	82%	90%	90%
Number of Commission Orders issued	16,899	15,986	16,848	15,683	16,054	16,100	16,100
Percent of Orders issued within 30 days of hearing	99%	100%	100%	100%	99%	99%	99%
Number of awards ordered post-hearing	16,797	15,907	16,776	15,611	15,956	16,000	16,000
Average number of days between hearing date and award issued	8	7	10	10	8	8	8