



North Carolina Industrial Commission

Annual Report FY 2011

(July 1, 2010-June 30, 2011)

The North Carolina Industrial Commission

Mission Statement

The North Carolina Industrial Commission is an agency of the State of North Carolina, created by the General Assembly in 1929 to administer the North Carolina Workers' Compensation Act. In 1949, the Industrial Commission was also given authority by the General Assembly to administer the Tort Claims Act.

Additionally, the Industrial Commission is charged with efficiently administering the Law Enforcement Officers', Firemen's, Rescue Squad Workers' and Civil Air Patrol Members' Death Benefits Act, the Childhood Vaccine-Related Injury Compensation Program and Compensation to Persons Erroneously Convicted of Felonies.

The North Carolina Industrial Commission strives to effectively and fairly administer the Workers' Compensation Act and Tort Claims Act for the State of North Carolina and its citizens in the following manner:

- **Providing reliable, accurate and efficient claims servicing;**
- **Providing quick resolutions to disputed issues in an administrative forum;**
- **Promoting active resolution to disputes through mediation;**
- **Resolving controversies by rendering impartial and well-reasoned decisions;**
- **Facilitating high quality, effective medical care and rehabilitation for injured workers in complex medical/legal situations;**
- **Providing education and training to employers to reduce accident potential in the workplace;**
- **Providing prompt, efficient medical bill review in accordance with the NCIC Medical Fee Schedule;**
- **Investigating potential criminal violations of the Workers' Compensation Act, insuring compliance and confidence in our state's workers' compensation system.**

Commissioners of the N.C. Industrial Commission

N.C. Gen. Stat. §97-77 creates the North Carolina Industrial Commission and its commissioners. The Governor appoints seven commissioners to staggered 6-year terms. These seven commissioners are charged by statute to “devote their entire time to the duties of the Commission.” One commissioner is designated as the chairman by the Governor. The chairman is by statute the chief judicial officer & chief executive officer of the Industrial Commission.

The chairman and the commissioners (full commission) set the policy, goals, administrative and operating procedures for the entire agency as well as address judicial/legal issues. The key role and responsibility of the full commission is the quasi-judicial function in which they sit in panels of three to review approximately 40% of the decisions made by deputy commissioners who travel across the state hearing workers’ compensation and tort claims cases. By statute the full commission may reconsider the evidence, receive further evidence, rehear the parties or amend in any way the decision by the deputy commissioner, N.C. Gen. Stat. §97-85. The full commission is the fact-finding body and therefore only the findings of the full commission and not those of the deputy commissioners are deemed conclusive on appeal, if supported by the evidence.

Claims Administration Section

Mission Statement

The Claims Administration Section seeks to provide reliable, accurate and efficient claims servicing to injured workers, employers, insurance companies and the citizens of North Carolina.

What We Do

The Claims Administration Section processes documents related to events occurring during the pendency of Workers' Compensation cases. Employees, employers, and insurers submit forms to open claims, report injuries, accept or deny claims and provide notification of changes in compensation payments, return to work status, and the amount of money paid on a claim. Claims Administration processes form agreements for payment of death benefits and permanent partial disability. In addition, Claims Administration facilitates certain aspects of occupational disease cases, monitors forms compliance and generates reports regarding different aspects of a claim. It handles interim attorney fee requests and third party requests for documents. Finally, Claims Administration is responsible for the assignment of Industrial Commission file numbers, verifying Workers' Compensation insurance on new or pending claims and answering citizen questions about claim activity.

Claims-Report of Injuries	*62,409
Claims (Form 18)	8,480
Injury Reports (Form 19)	41,852
Claims and Injury Reports (Form 18 plus Form 19)	12,077

* Some but not all claims have both a Form 18 and a Form 19 filed.

Death Claims (Form 26D, Form 30)	94
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Form Agreements (Form 26A)	
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Agreements Received	7,792
Agreements Approved	7,171

Telephone Calls Answered	37,702
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Deputy Commissioners Section

Mission Statement

The mission of the Deputy Commissioners Section is to provide the highest quality of legally sound, courteous, professional, ethical and expeditious service to the citizens of North Carolina by rendering impartial and well-reasoned decisions in their workers' compensation and state tort claim controversies.

What We Do

Deputy Commissioners expeditiously resolve all controversies between injured workers, employers, carriers, providers, various citizens of the State of North Carolina and the State of North Carolina that arise under the North Carolina Workers' Compensation Act and the North Carolina State Tort Claims Act. We provide citizens an opportunity to be heard in a professional, ethical and courteous manner and render legally sound and impartial decisions after thoroughly considering the positions of all parties and the law. We seek to promote the goals and maintain the integrity of the North Carolina Workers' Compensation Act and the North Carolina State Tort Claims Act and promote their administration. Deputy Commissioners conduct full evidentiary hearings throughout the State, hear administrative motions, conduct administrative appeal hearings, perform extensive review of complex Form agreements, review settlement agreements and handle other matters. Typically litigants do not have contact with the Deputy Commissioners Section until a claim is assigned to an individual Deputy Commissioner. The Deputy Commissioners are judicial officers and the Deputy Commissioners Section does not provide legal advice or advocate for any party.

This report measures Section production from the perspective of docket formulation and disposition for each Fiscal Year measured.

ALL DEPUTY COMMISSIONERS	FY 2010 - 2011		FY 2009 - 2010	
	#	%	#	%
# of Hearing Days:	869++		937++	
Total Dockets:	5,669**		5,161**	
# of Cases Heard:	1,487	26.23%	1,405	27.22%
#Cases Continued/Removed	1,721	30.35%	1,626	31.50%
# of Cases Dismissed With Prejudice:	50	00.88%	50	0.96%
# of Cases Dismissed Without Prejudice:	106	1.86%	117	2.26%
# of Cases Settled:	2,169	38.26%	1,786	34.60%
#Pre-Trial Hearings	136	2.39%	177	3.42%

ALL DEPUTY COMMISSIONERS	FY 2008 - 2009		*FY 2007-2008	
	#	%	#	%
# of Hearing Days	743++		858	
Total Dockets	4,745**		5,738	
# of Cases Heard	1,348	28.40%	1,641	28.60%
#Cases Continued/Removed	1,478	31.14%	1,855	32.33%
# of Cases Dismissed With Prejudice	67	1.41%	122	2.13%
# of Cases Dismissed Without Prejudice	92	1.93%	137	2.39%
# of Cases Settled	1,692	35.65%	1,835	31.98%
#Pre-Trial Hearings	68	1.43%	147	2.56%

++ The Industrial Commission has attempted to compress the number of hearing days to decrease travel expenses.

* Does not include docketing statistics for State Prisoner Tort Claim motions hearings.

**Does not include docketing and hearing statistics for Expedited and Emergency Medical Motions. There were 884 Expedited and Emergency Medical Motions disposed of by the Deputy Commissioner Section during Fiscal Year 2010- 2011.

The chart below records the number of decisions rendered, cases settled and Pre-Trial Orders issued for each Fiscal Year indicated.

	FY 2007 - 2008	FY 2008 - 2009	FY 2009 - 2010	FY 2010- 2011
# of OA/DO's	1,329	1,178	1,212	1,052
# of CSAs	2,094	1,743	1,970	2,248
Pre-Trial Orders	132	50	143	161
Total Cases Written/Settled	3,555	2,971	3,325	3,461

The chart below details the number of hearing hours per month on a Fiscal Year basis for the years indicated.

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Totals
FY '07 - '08*	253.25	346.25	333.45	359.75	328.25	177.25	318	383.5	336	357.2	344.5	331.45	3868.85
FY '08- '09**	315.25	331	323.5	327.25	317.25	318.5	330.5	324.75	322.75	330.75	366	408.25	4015.75
FY '09- '10**	333	384	317.5	264	325.25	226.25	333.5	298.5	330.5	289.5	309	274.75	3685.75
FY '10- '11**	342.75	300	285.5	379.5	375.50	270.75	265	453.5	434.25	302.25	317.75	209.75	3936.5

The information below details the number of Medical Motions both Expedited and Emergency disposed of by the Deputy Commissioner Section by Fiscal Year.

2008-2009 (period covers slightly less than 12 months)

**505 Expedited Medical Motions Filed
22 Emergency Medical Motions Heard
527 Total Medical Motions**

2009-2010

**752 Expedited Medical Motions Filed
14 Emergency Medical Motions Heard
766 Total Medical Motions**

2010-2011

**875 Expedited Medical Motions Filed
9 Emergency Medical Motions Heard
884 Total Medical Motions**

Docket Section

Mission Statement

The mission of the Docket Section is to ensure that cases to be heard by the Industrial Commission are placed on the docket timely and move through the system as efficiently and expeditiously as possible. These cases include claims filed under the Workers' Compensation Act, the Tort Claims Act, the Law Enforcement Officers', Firemen's, Rescue Squad Workers' and Civil Air Patrol Members' Death Benefits Act, the Childhood Vaccine-Related Injury Compensation Program and Compensation to Persons Erroneously Convicted of Felonies. The mission will be accomplished to the highest degree possible by adhering to Industrial Commission Rules, policies and procedures; by being accessible; and by providing all parties and Industrial Commission staff with respectful, responsive and reliable service.

What We Do

The Docket Section's primary responsibility is to place cases to be heard by the Industrial Commission on the appropriate hearing docket. This responsibility includes processing requests for hearings, appeals and related documents filed in all types of cases administered by the Industrial Commission, including Workers' Compensation and State Tort Claims. For cases appealed to the Full Commission, the Docket Section organizes the evidence and orders an official hearing transcript. The section assembles specific documents into working files for each member of the Full Commission panel assigned to review the case on appeal and prepares and distributes the Full Commission hearing calendars. The section serves as custodian of recordings of Industrial Commission hearings and coordinates assignments of court reporters for hearings before the Deputy Commissioner. The section maintains the Industrial Commission's attorney database by adding new attorneys and updating contact information in the mainframe. The section assigns Industrial Commission file numbers for State Tort Claims, for claims filed under the Death Benefits Act, and for Erroneous Conviction cases. The Docket Section also oversees File Room activities.

Form 33s Received [Request That Claim be Assigned for Hearing]	7,820
Form 33s for Non-Insured Cases	179
Expedited Medical Motions	875
Administrative Appeals to Deputy Commissioners	530
Form 33Rs Received [Response to Hearing Requests]	6,556

Correspondence	4,353
Tort Claims Filed	592
Requests for Recordings of Hearings	956
Number of Hearing Tapes/CDs Copied	1,133
Appeals to Full Commission	751
Cases Sent for Transcription	607
Transcripts Mailed to Parties	617
Cases Prepared for Full Commission Review	623
Pro Se Inmate Tort Appeals Heard Administratively	117
Medical Motion Appeals	74

Executive Secretary's Office

Mission Statement

The mission of the Executive Secretary's Office is to efficiently and effectively address, handle and rule on administrative filings in as summary and simple a manner as feasible and in as quick a manner as possible. The shared mission of the Executive Secretary, Special Deputy Commissioners and support staff is to assist all parties in the field of workers' compensation who file requests in a professional manner through informed administrative rulings and responses, streamlined processes and consistent practices, communications with the parties, and responsiveness on all matters with which we come into contact.

What We Do

The Executive Secretary's Office handles administrative review of issues for the Industrial Commission. This office is responsible for the review, approval, or disapproval of the vast majority of Compromise Settlement Agreements filed with the Industrial Commission. This section is responsible for the review, disposition of and issuing of Orders on Form 24 Applications to Terminate or Suspend Payment of Compensation. Telephone hearings are often held in regard to these applications. In addition, Orders are issued after review of Medical Motions, Administrative Motions, Third Party Settlements and a variety of other issues such as Requests for Attorney Withdrawal.

Orders on Compromise Settlement Agreements	9,767
Orders on Third Party Distributions	562
Orders/Disposition on Form 24 Applications [to Terminate or Suspend Payment of Compensation]	1,689
Orders on Medical Motions	1,637
Orders/Disposition on Administrative Motions by Executive Secretary	4,228
Total number of calls and voicemails answered by Executive Secretary's Assistant	4,075
Attorney Withdrawal Orders	1,632
Certified copies of files	27

Executive Secretary's Office

Workers' Compensation Information Specialists

The North Carolina Industrial Commission created the Workers' Compensation Information Specialists Program (formerly the Ombudsman Program) in accordance with N.C. Gen. Stat. §97-79 (f) to assist claimants who are not represented by an attorney, employers, or other parties in protecting their rights. In addition, the Workers' Compensation Information Specialists serve as the information source for the Industrial Commission, and answer questions pertaining to all aspects of the Workers' Compensation Act, Tort Claims against State Departments and Agencies and other statutes under the jurisdiction of the Industrial Commission and related rules. Telephone calls to the Information Specialists are monitored for quality assurance; however, the calls are confidential. The Information Specialists strive to provide callers and visitors with accurate and knowledgeable information in a prompt and courteous manner.

Number of Calls Answered and Returned (English)	21,199
Number of Calls Answered and Returned (Spanish)	1,008
Total Calls Answered	22,207
Number of Walk-Ins Assisted	72
Correspondence (letters & e-mails) Answered	1,567
Mail Outs (Envelopes containing Form Packets/Bulletin)	1,276

Fraud Investigation Section

Mission Statement

The Fraud Investigation Section is composed of two units, the Non-Insured Compliance Unit and the Criminal Investigation Unit. The Fraud Investigation Section serves the citizens of North Carolina by investigating potential criminal violations of the Workers' Compensation Act and ensures compliance with the rules and regulations. The goal is to foster confidence in the workers' compensation system and compliance with the law.

What We Do

The Non-Insured Compliance Unit handles civil cases involving employers who are operating as non-insured employers in violation of N.C.G.S. § 97-93 and N.C.G.S. § 97-94. An employer is considered non-insured if the employer does not carry Workers' Compensation insurance, is not self-insured, or cannot cover the medical costs and compensation due to the injured worker. The Non-Insured Compliance Unit investigates referrals to determine whether or not an employer is in compliance. Once an investigation is complete and evidence is gathered, it is presented during Industrial Commission non-insured penalty hearings. A Penalty Hearing in a non-insured case is held simultaneously with the underlying Workers' Compensation case. Civil penalties can be assessed covering the entire time-frame that the employer is not insured. The Non-Insured Compliance Unit assists the Office of Attorney General with enforcement and collection of penalty actions.

The Criminal Investigation Unit operates as a law enforcement agency and is responsible for conducting criminal investigations into cases of suspected Workers' Compensation fraud and violations related to Workers' Compensation claims involving employees, employers, insurers, health care providers, attorneys, and vocational rehabilitation providers. Fraud Investigators investigate all criminal complaints filed with the Industrial Commission regarding failure of employers to maintain Workers' Compensation insurance (N.C.G.S. §97-94(d)), fraud on the part of employees with regard to the collection or obtaining of Workers' Compensation benefits (N.C.G.S. §97-88.2), fraud on the part of employers with regard to payment or collection of Workers' Compensation premiums from employees' salaries (N.C.G.S. §97-21), medical payment fraud, and any other claims arising out of violations of Chapter 97 by employees or employers. The Criminal Investigation Unit works with Judicial Officials and other law enforcement agencies throughout the state to resolve the above investigations in criminal court.

Non-Insured Cases Docketed	378
Fraud Cases Reported	413
Fraud Cases Pending	101
Fraud Cases Closed	312
Amount Received in Penalties	\$30,900.00

Information Technology Section

Mission Statement

The mission of the Information Technology Section is to facilitate and support the use of technology as an enabling agent for the work of the Commission. To accomplish this mission, the Information Technology Section has the following objectives:

- Provide excellent customer service to our internal and external customers
- Design, develop, deploy and support high-quality software solutions
- Safeguard the information and infrastructure of the Commission
- Develop and manage the information management strategy for the Commission

What We Do

In support of these objectives, the Information Technology Section has the following responsibilities:

- Develop plans and procedures for technical and operational processes
- Develop software programs and upgrades
- Maintain agency software applications
- Manage software licenses
- Maintain and upgrade onsite hardware
- Administer databases
- Manage data security and access
- Provide technology training
- Provide end-user support for hardware, software and network issues
- Handle scanning, indexing, verification, storage and retrieval of agency documents

The staff consists of the CIO, IT Manager, two Developers, three Systems Analysts, Business Analyst, and four Scanning Technicians, as well as Project Manager from the Office of Information Technology Services and several contractors.

Accomplishments

- Designed and implemented core infrastructure and software components for comprehensive case management system (CCMS).
- Developed and implemented a more cost-effective and higher-performance document vault solution, integrated with the CCMS infrastructure.
- Designed web-based document submission and payment solution for use by outside stakeholders; implementation fall 2011.
- Designed web-based document processing solution for Claims Administration Section, to be phased in during FY 2012.

- Designed and implemented a web-based solution to facilitate compliance by outside stakeholders with notification requirements of Commission Rule 302 [Require Contact Information from Carriers].
- Designed and implemented a web-based solution for distributing electronic hearing transcript files to external stakeholders.
- Upgraded image processing hardware and software systems, and implemented significant process improvements in image processing to facilitate real-time electronic capture of incoming paper documents.

Information Technology Strategy

- Continue multi-year program of development for Comprehensive Case Management System.
- Migrate all data from mainframe to CCMS database and replace the mainframe applications.
- Review existing Information Management and related policies and procedures, and recommend updates and additions to these policies and procedures where necessary.
- Develop comprehensive internal staff IT training plan, and facilitate assessment of training needs, development of curriculum, and delivery of necessary and beneficial technology training to internal staff.
- Planned IT initiatives:
 - Complete implementation of web-based electronic document and fee payment portal system
 - Complete implementation of case document processing system for Claims Administration section
 - Implement advanced image processing solution to facilitate data capture from scanned and electronic document images.
 - Implement an EDI [Electronic Data Interchange] solution for submission of reports of injury and required reporting related to medical billing.

Mediation Section

Mission Statement

The Mediation Section is responsible for effectively, fairly and efficiently administering the Commission's mediation program, with the goal of empowering the parties in pending cases to take an active role in the resolution of their disputes, to minimize the need for hearings and appeals, to expedite the dispute resolution process, and to enable the Commission to devote its adjudicatory resources to those cases not conducive to settlement.

What We Do

When a claim is contested the parties are generally referred to mediation as a way of resolving the claim without a formal hearing. When an injured worker is not represented by an attorney, the case usually bypasses mediation. The Mediation Section oversees this process by educating the stakeholders concerning mediation theories and procedures, ruling on any motions related to mediation, and by insuring that the parties and mediators adhere to certain timelines, move the case forward, and submit the required forms and reports. While the mediators who serve in these cases are generally not state employees, the mediators on the Industrial Commission's appointed list must complete a formal mediation training program, complete at least six hours of NC State Bar approved continuing legal education courses on workers' compensation law every two years and be certified by the Dispute Resolution Commission.

Hearing Requests Filed 7,820*

*Due to the expedited medical motion process an additional 652 Form 33 Requests for Hearings were filed during the fiscal year that previously would have been docketed for hearing.

Mediation

- Total number of cases referred to mediation 8,515
- More than 8,500 cases were referred to mediation for the 10th straight fiscal year.
- Settlement rates were:
 - 70.3% at mediation conferences and
 - 75.1% when settlements of cases at or before mediation conferences are included.

Medical Fees Section

Mission Statement

The Medical Fees Section is committed to providing prompt and efficient service to all Workers' Compensation clients, ensuring timely and accurate bill processing. We serve all customers by answering inquiries regarding the North Carolina Worker's Compensation system medical fee schedule and resolving medical fee disputes.

What We Do

The Medical Fees Section is responsible for processing bills for medical services provided as a result of a Workers' Compensation claim. Medical bills are reviewed and where necessary adjusted in accordance with the Industrial Commission's Medical Fee Schedule and then mailed to the insurance carrier or self-insurer handling the claim. It responds to medical inquiries, resolves medical fee disputes and assists in the review and updates of the Medical Fee Schedule.

Bills Keyed	31,089
Inpatient Hospital	9,043
Physician	20,760
Miscellaneous, Dental & Chiropractic	1,286
Monthly Average	2,591
Weekly Average	598
Daily Average	126
Bills Sent to Advisory Committee	0
Bills Awaiting a Response	0

Workers' Compensation Nurses Section

Mission Statement

The North Carolina Industrial Commission Medical Rehabilitation Nurses Section employs six registered nurses who are responsible for different geographic segments of the state. These nurses provide medical rehabilitation consultative services to a variety of NC Workers' Compensation audiences, including injured workers, insurance carriers, attorneys, rehabilitation professionals, and health care providers. They assist with case management and medical rehabilitation needs in the event difficulties arise in areas of communication, trust, confusion, misunderstanding, or any other problem that interferes with the ongoing progress of returning injured workers to their maximum functional capabilities. The Nurse Consultants seek to collaboratively facilitate and coordinate high quality and effective medical care and rehabilitation such that an injured worker's maximum level of functionality is optimized, both physically and mentally.

What We Do

Ongoing rehabilitation case management of injured workers covered by the North Carolina Workers' Compensation Act is usually provided by Medical and Vocational Rehabilitation Professionals employed in private industry. The NCIC Workers' Compensation Nurse Consultants are available to assist with difficult cases temporarily, promoting ongoing case management within the private industry. The NCIC Medical Rehabilitation Nurses Section services are available to anyone who wishes to express concern regarding an injured worker's care or rehabilitation.

	EXISTING 7/1/2010	REFERRALS	CLOSURES	CURRENT 6/30/2011	%
1. Back	66	66	58	74	25
2. Burn Injuries	1	0	0	1	<1
3. Extremity Injuries					
A. One Upper Extremity	95	24	27	92	31
B. One Lower Extremity	66	30	35	61	21
C. Two or More Extremities	5	3	5	3	1
TOTAL EXTREMITIES	166	57	67	156	53
4. Head Injuries	12	12	10	14	5
5. Other Injuries/Occupational Diseases	2	7	6	3	1
6. Paraplegia	1	0	0	1	<1
7. Quadriplegia	4	1	1	4	1
8. Multi Defects	47	50	55	42	14
TOTALS	299	193	197	295	100%
TOTAL CASES WORKED WITH DURING YEAR					492

SOURCES OF

REFERRALS RECEIVED

Total

Interdepartmental	78
Hospitals and Doctors	1
Carriers	5
Attorneys	90
Rehabilitation Professionals	0
Injured Workers	18
Vocational. Rehabilitation & Other state Agencies, etc.	1
TOTAL	193

TOTAL REFERRALS

MADE

Total

Written/Verbal Contacts	18,978
Acknowledged Form 25Ns [Notice of Assignment of Rehabilitation Professional]	21,372
TOTAL CONTACTS MADE	40,350

During the 2010-2011 fiscal year, new referrals decreased (30%) as well as the total number of cases worked over the year (15%). The Nurses Section lost a second full-time Nurse Consultant that covered the Mountain area at mid-year. The Triangle area Nurse Consultant position has not been filled since April 2010 (previous fiscal year). The remaining four Nurse Consultants (including the Director) have increased territory coverage to include the Mountains and Triangle while maintaining state vehicle mileage at the required 3150 miles per quarter when possible. Current/existing case load remained the same despite these staff shortages (1% decrease), meaning that case loads per Nurse Consultant were higher than normal. Cases are more complicated and require longer involvement of the Nurse Consultants to resolve the issues at hand.

Form 25N processing increased with more education to the Workers' Compensation community at large, resulting in more prompt, appropriate filing.

The number of educational presentations on the NCIC Rehabilitation Rules remained stable, with increased numbers of attendees due to larger audiences. The NCIC Rehab Advisory Board's pilot educational program for the private sector rehabilitation community has become a mandatory requirement, and education numbers are anticipated to increase over the next two years as rehabilitation professionals come into compliance. There were 10 educational programs presented by the Director of the Section to 728 attendees this year across the state at various professional conferences.

Safety Education Section

Mission Statement

The Safety Education Section of the North Carolina Industrial Commission was created as part of the original North Carolina Workers' Compensation Act of 1929 as an educational, training, and public relations unit to promote safety and accident prevention in the industrial workplaces of the state of North Carolina. Our mission is to help employers reduce injury to employees through education and training, reduce pain and suffering and reduce costs resulting from accidents in these workplaces

What We Do

The accident prevention and safety services offered by the Safety Education Section of the North Carolina Industrial Commission are established to provide competent, practical instruction in accident prevention and workers' compensation. The workshops and training sessions are designed for the supervisor and employee in the interest of reducing accidents and their cost in North Carolina. Our schedule offers professional workshops/training sessions with experienced safety consultants of the Industrial Commission as instructors. A Legislative Mandated Fee Schedule is now in effect. (*See Fee Schedule at end of report*). Workshops/training sessions are scheduled to meet the production needs of client companies.

The Safety Education Section offers a broad range of accident prevention and safety workshops/training sessions that range from single session targeted workshops/training sessions in a wide range of topics to a thirty hour Accident Prevention Certificate Awareness Program.

This approach to reducing Workers' Compensation claims and costs is proactive. The mission of the Safety Education Section of the Industrial Commission (NCIC) is to help employers reduce injury to employees as well as their Workers' Compensation costs through education and training.

Individuals Trained	* 60,128
Contact Hours	5,810
Workshops/Training Sessions	**1,812

The goal of Safety Education is to reduce pain and suffering, as well as reduce the costs resulting from accidents in the workplaces of North Carolina. An injured worker, unable to work, is a cost to an employer. The best way to reduce accidents in the workplace is through active safety programs that include: education and training for all personnel; safety committees that touch all activities in the workplace; following recognized good work practices and awareness of workplace safety and health standards. Active safety programs are the best offense and best defense against rising Workers' Compensation costs.

Because the Industrial Commission’s Safety Education Section is an education-based organization, rather than one organized around compliance, it is successful at opening doors where employers welcome our staff and the training services they deliver. At times the increase in demand has been overwhelming because it is a non-punitive resource. This service meets and exceeds business, government and private sector needs because its Accident Prevention and Safety Education is responsive to individual needs and has been utilized since 1929.

The Safety Education Section continues to develop new Accident Prevention Programs to better serve the citizens of North Carolina. The latest workshop/training session series, Environmental Safety & Health, is designed to further assist employees and employers in lowering both the number and cost of accidents and injuries.

Fee Schedule***

Accident Prevention Awareness (APCAP Workshop) 30 hours	\$125 per person
ADVANCED APCAP Workshop (16 hours)	\$75 per person
Six Hour WORKSHOP	\$30 per person
First Aid/CPR/AED <i>Plus book cost of \$15</i>	\$20 per person
First Aid Only or CPR/AED Only <i>Plus book cost of \$12</i>	\$15 per person
Defensive Driving Workshop <i>Plus book cost of \$4</i>	\$25 per person
HAZWOPER Ops or 8 hour Refresher	\$50 per person
HAZWOPER Awareness (4 Hours)	\$30 per person
Work Zone/Flagger <i>Plus book cost of \$5</i>	\$30 per person
Trenching Competent Person (4 Hours)	\$30 per person
Competent Person Scaffolding (3 Hours)	\$35 per person
NFPA 70 E Arc Flash <i>Markus Elliott, Instructor</i>	Call for pricing
Safety for Supervisors (4 Hours)	\$50 per person
As Needed Workplace Training	
7-8 Hours	\$300
5-6 Hours	\$200
3-4 Hours	\$150
1-2 Hours	\$100

*The NCIC has implemented a procedure for accurately tracking Individuals Trained.

**Extended Workshops/Training Sessions held on the same day with the same participants are now counted as one session.

*** A \$4.95 service fee will be added to each charge.