
INTRODUCTION

Scope and Acknowledgements

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W.S. 28-8-107(b) authorizes the Legislative Service Office to conduct program evaluations, performance audits, and analyses of policy alternatives. Generally, the purpose of such research is to provide a base of knowledge from which policymakers can make informed decisions.

In December 2002, the Management Audit Committee directed staff to undertake a review of workers' compensation claims processing within the Division of Workers' Safety and Compensation, Department of Employment. The Committee requested an analysis focusing on the following questions:

- What obstacles to providing quick, efficient delivery of workers' compensation benefits does the Division face?
- What causes delays in claims processing?
- Who makes customer service policy and are participants satisfied with the service they get?
- Has the Division developed guidelines for avoiding unnecessary hearings?
- How does the program gather input to help it improve delivery of services?
- How is the Division's overall performance monitored?

Acknowledgements

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