



2018

Quarterly Production and Activity Report

July 1 to September 30, 2018

WSIAT

Caseload Reduction: Progress

As an adjudicative agency in Ontario, and the final level of appeal in the Workplace Safety Insurance system, the Tribunal focusses on quality adjudication and reasoned decisions, supported by strong process, developed and implemented consistent with the rules of natural justice.

With the work of adjudicators and staff together with the support of the representative community, the Tribunal continued to reduce its caseload and improve time to hearing and appeal resolution in the first 9 months of 2018.

Positive trends in Q3-2018:

- the active case inventory continued to decline
- the overall time to first offered hearing date continued to decline
- video conferences continued to be offered as a hearing format
- the inactive cases inventory approached steady state

What to expect in the final quarter of 2018:

- a continued focus on reasoned decisions
- hearings in the regional centres to achieve balance in the time to hearing across the province
- the inactive caseload will reach steady state
- work to review and update the appeal process, including the reconsideration process

Thank you for your continued support and cooperation as the Tribunal works to reduce timelines to hearing and resolution.

Representatives are asked to avoid late or last minute adjournment requests and withdrawals. Providing sufficient notice of concerns with a hearing date enables the Tribunal to reallocate adjudicator resources to other appeals and effectively use adjudicator time.

If there are questions about timelines in a particular case, please contact the Tribunal's Call Centre at 416-314-8800.

Case Management Summary

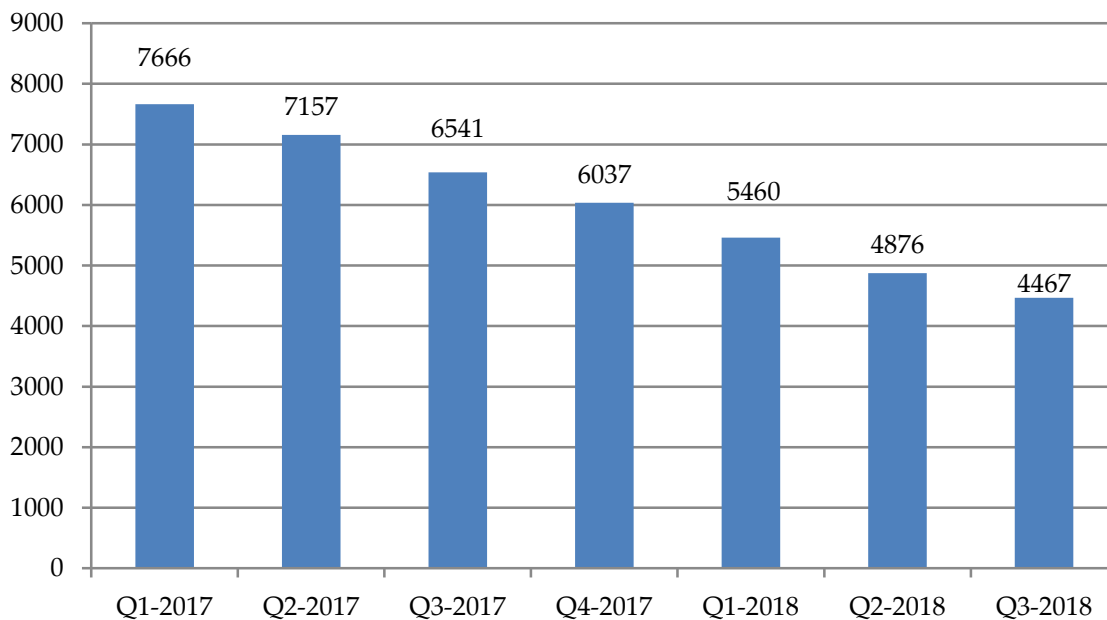
The Notice of Appeal Process

The Tribunal's Notice of Appeal (NOA) process places responsibility in the hands of the parties to advance a case, and requires appellants to confirm their readiness to proceed (by filing a Confirmation of Appeal (COA) form) with their appeals within two years of completing the NOA form.

Appeal Inventory – Active Cases

The Tribunal's appeal inventory is composed of active, dormant, and inactive cases which are all tracked as part of the Tribunal's case management system.

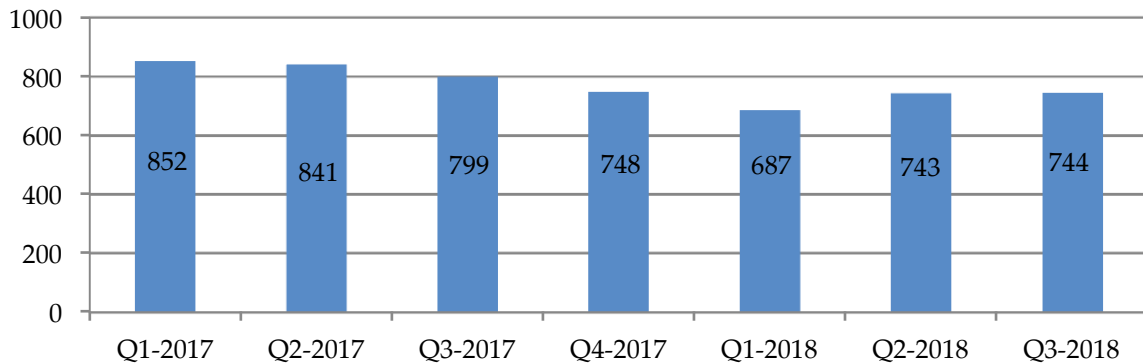
The **active** inventory continued to decrease in Q3. At the end of the first quarter 2018 the active inventory totaled 5,460 appeals. At the end of the second quarter 2018 the inventory totaled 4,876 appeals. At the end of the third quarter 2018 the inventory totaled 4,467 appeals



The continued success to reduce the active inventory is attributed to two key factors: firstly, the high disposition rate the Tribunal has achieved via the increased roster of OIC adjudicators and Alternative Dispute Resolution (ADR) efforts and, secondly, a decrease in the number of incoming appeals.

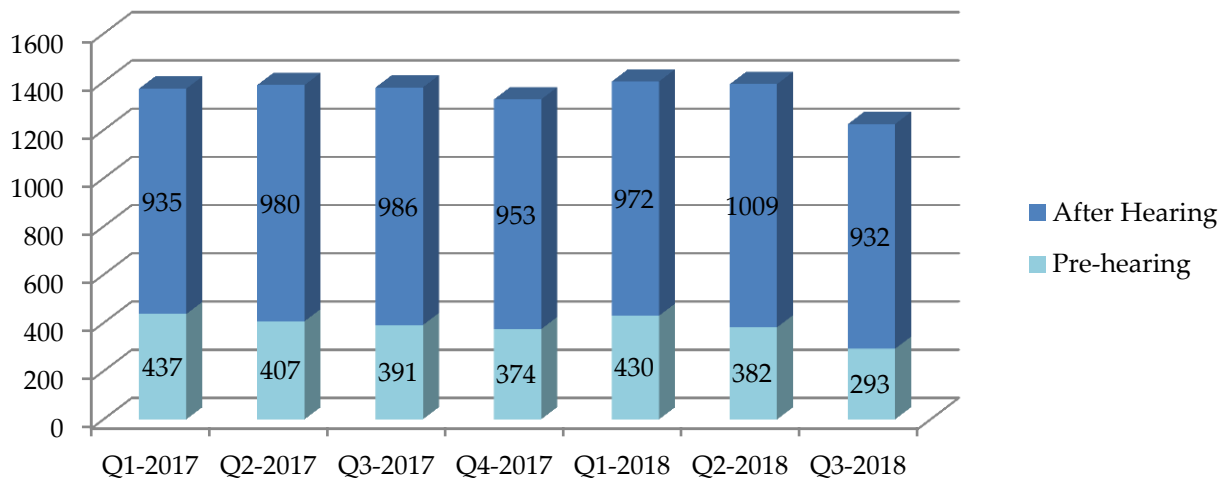
Incoming Appeals

Incoming appeals for Q3-2018 numbered 744; of these, 608 were appeals from WSIB decisions, and 136 appellants advised they were ready to proceed to hearing following a period of inactive status. In 2017, incoming appeals averaged 810 per quarter.



Dispositions

Dispositions in Q3-2018 totaled 1,225. This includes 293 dispositions in the pre-hearing areas resulting from ADR efforts, and 932 after-hearing dispositions; of the after-hearing dispositions, 903 followed from Tribunal decisions.



Timelines

Time to Hearing – As there is a direct correlation between the Tribunal's active inventory and time to hearing, improvement was also made in this area demonstrated in the median time to first offered hearing date.

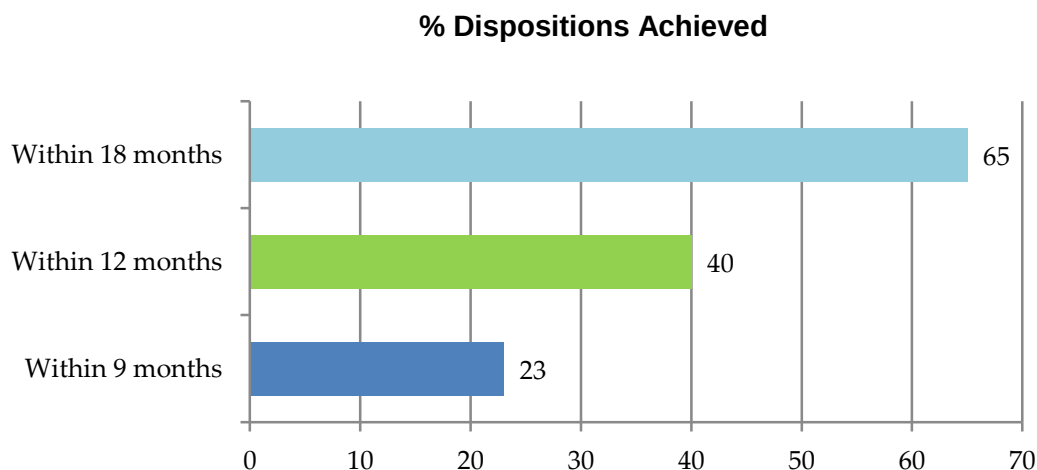
The annual figure for 2017 was a median time to first offered hearing date of 16.6 months. For Q3-2018, this timeframe was reduced to 10.0 months.

	2017	Q1 - 2018	Q2 - 2018	Q3-2018
Median Time to First Offered Hearing Date (in months)	16.6	12.6	11.2	10.0

For 2018, the aim is for all the hearing centres to have a time to first offered hearing date within 12 months. By the end of the caseload reduction period, the Tribunal's goal is to reduce the time to first offered hearing date to 9-10 months.

Decision Release - For the year to date ending Q3-2018, 89% of final decisions were released within 120 days.

Time to Disposition - The Tribunal also monitors the percent of dispositions achieved within 9, 12, and 18 months to enable the community to monitor progress to improve timelines. Modest gains were made in all three timeframes in the third quarter.



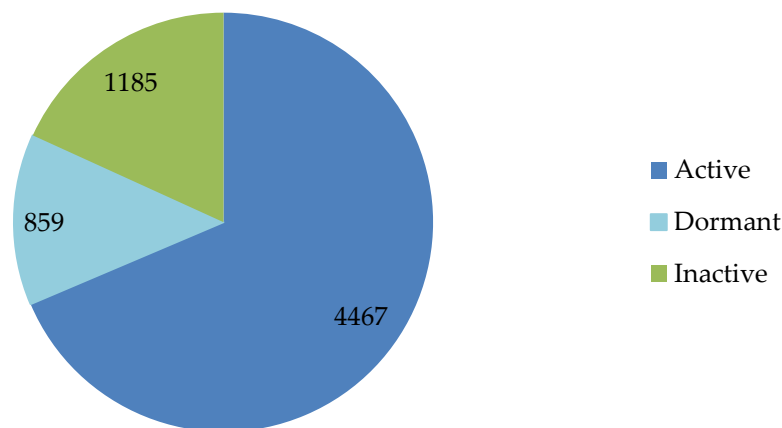
Appeal Inventory – Cases Not Ready to Proceed

Dormant and inactive appeals capture two forms of cases that are **not ready** to proceed to a hearing: dormant cases are cases within the two year notice period, and inactive cases are those not ready to proceed that are beyond the two year notice period.

Parties are typically not ready to proceed because they are either pursuing outstanding issues at the Board, pursuing outstanding evidence, or need time to find a representative. Many dormant and inactive appeals close as abandoned.

The goal for 2018 is to have the inactive inventory at steady state; meaning that all cases in the inventory have a follow up date attached to them in order to effectively monitor these cases, similar to the way dormant cases are managed.

At the end of Q3-2018, the Tribunal's total inventory included 4,467 active cases, 859 dormant cases, and 1,185 inactive cases.



OIC Adjudicator Roster

At the end of Q3-2018, the adjudicator roster was composed of 66 Vice-Chairs and 34 Members. During Q3-2018, no new OIC adjudicators were appointed to the Tribunal.