

Administrator's Notebook 3

Legislative Update 5

Educational Conference 9



WCDToday

INSIDE THIS ISSUE:

Administrator's Notebook: Welcome Back	3
Legislative Update by Senior Policy Analyst Cara Filsinger	5
Matt West named WCD deputy administrator	6
New Operations manager: Shawn Haywood.....	7
New Resolution manager: Kirsten Schrock	8
Workers' Compensation Educational Conference: Nov. 1-3.....	9
Dates to remember	10

WCDToday

WCD Today is published twice a year by the Workers' Compensation Division of the Department of Consumer and Business Services.

Department of Consumer and Business Services
Andrew R. Stolfi, Director

Workers' Compensation Division
Sally Coen, Administrator

<i>WCD Today</i> editor	DCBS editor	Designer
Autumn Blake	Mark Peterson	Angela Van Grunsven

Reprinting, excerpting, or plagiarizing any part of this publication is fine with us. Please send us a copy of your publication or inform the *WCD Today* editor as a courtesy.

If you have questions about the information in *WCD Today*, please call 503-947-7523.

For general information, technical answers, or information about Workers' Compensation Division services, please call 503-947-7585 or toll-free within Oregon, 800-452-0288.





Sally Coen

Administrator's Notebook: Welcome Back

By WCD Administrator Sally Coen

While it has been more than a year since our previous issue of *WCD Today*, we never forgot about you.

We at the Workers' Compensation Division have been undergoing personnel changes at all levels. Our long-time communications coordinator, Ana Contreras, accepted a promotion and is now serving the residents of Oregon at a different state agency. Because Ana was the editor of *WCD Today*, we needed to wait until we could find her replacement to publish this edition. Luckily, Autumn Blake was hired this spring and we have been delighted to have her on the WCD team.

The division has kept busy in the meantime. Since we last saw you, WCD has undergone several adjustments. We have new employees, new managers, and a new outlook. WCD has welcomed three new managers since our previous issue of *WCD Today* was published. We've added new faces and moved others around.

Shawn Haywood started with the division as the Operations manager in mid-2021. Shawn came to WCD from Oregon Corrections Enterprises. Matt West accepted the position of deputy administrator in January 2022 after having been the Resolution manager for more than a year, replacing Jim Van Ness, who retired. Finally, Kirsten Schrock became the Resolution section manager this April. Kirsten comes to us from the Oregon State Hospital. All three have proven to be valuable additions in their new roles with WCD. Their leadership experience and fresh perspective have been great assets to our entire team.

We were also busy in the legislature this year, despite the short session. WCD provided input to legislators and stakeholders on several bills passed by both legislative chambers and signed by Gov. Kate Brown. You can read about them on [Page 5](#).

Like the rest of the world, WCD has taken this time to adjust and re-evaluate. We're reviewing our processes to determine what has been

effective and what no longer works in a new hybrid world. We continue to serve our fellow Oregonians, either from the office or from home. Who knew in-person meetings would be something to look forward to?

March 2020 caught us off guard and we had to quickly adapt to the ever-changing guidelines we were all faced with. At the beginning of the global pandemic, WCD was ill-equipped to do much of our work away from an office setting. Many of our employees had to get remote access for the first time and we still used paper files. To complicate matters, WCD and the Department of Consumer and Business Services was in the middle of a leadership transition.

But, we adapted as quickly and as well as we could – like most of the world. Sometimes, we did that well, such as remaining available to our stakeholders via phone and email. Other times, our approach was inelegant and awkward. All of us at WCD appreciate the patience you allowed us while we navigated our way through such an unprecedented time. We recognize the feedback

we received was invaluable and have learned to adapt. We have become more creative with our resources and better able to respond to the rapidly changing needs of our stakeholders in whatever ways we can.

Fortunately, this has been the perfect learning environment for our Modernization Program. While we never anticipated what was around the corner when we implemented the program in 2019, we are so glad we are able to use what we learned going forward.

And even though we don't know if there will be another global pandemic, we do know that emergencies will always exist. We hope you will share your experiences with WCD so we can improve our processes and keep modernization moving. We are working hard to create systems that make receiving and sharing information with our stakeholders more streamlined and less paper-dependent. This increases accuracy and makes our workers' compensation system much more efficient. You can receive updates about the work we're doing by visiting the Modernization Program's website: wcd.oregon.gov/modernization.

Please contact me at sally.c.coen@dcbs.oregon.gov with your thoughts and ideas for how we can work together to support Oregon's workers' compensation system. I look forward to hearing from you. ■



Legislative Update

by Senior Policy Analyst Cara Filsinger



Cara Filsinger

2022 was a “short” session year for the Oregon Legislature, only convening for about a month. However, it was still very busy for new laws and amendments to workers’ compensation statutes. A summary of major changes is below, including effective dates, and readers are encouraged to review the full text of the legislation at the links provided.

House Bill 4086

[House Bill 4086](#) addresses death benefits for workers who die from an on-the-job injury or disease or while permanently and totally disabled. Surviving beneficiaries and dependents with an accepted fatality claim are entitled to funeral expenses and ongoing monthly benefit payments. The bill broadens who may qualify as a dependent or beneficiary for these benefits and addresses situations related to cohabitants. The bill also adjusts the law prohibiting employers from discriminating against a worker who has applied for workers’ compensation benefits, enforced by the Bureau of Labor and Industries. The bill becomes effective Jan. 1, 2023.

House Bill 4113

[House Bill 4113](#) addresses the occupational disease presumptions for nonvolunteer firefighters. The bill adds bladder and gynecologic cancers as presumed to be compensable for nonvolunteer firefighters with five or more years of service. The bill also requires the Management-

Labor Advisory Committee to review and consider information from the National Institute for Occupational Safety and Health regarding the presumptive cancers listed in ORS 656.802(5). The bill becomes effective Jan. 1, 2023.

House Bill 4138

[House Bill 4138](#) extends the timeframe allowed for retroactive authorization of temporary disability benefits by an authorized provider from 14 to 45 days, with some exceptions. Insurers will be required to provide written notice to the worker before ending temporary disability benefits. Insurers will be required to provide written notice to the worker within seven days following receipt of information that the worker is medically stationary. The bill sets a limit on reductions of permanent partial disability compensation when recovering an overpayment, making an offset, or crediting wage loss. The maximum recovery from the permanent partial disability compensation would be 50 percent of the total compensation awarded to the worker. The bill also adds a two-year time limit for recovering overpayments on any compensation. The bill becomes effective Jan. 1, 2024.

Senate Bill 1529

[Senate Bill 1529](#) clarifies workers’ compensation coverage for volunteer emergency health care providers when the Public Health Director deploys State Emergency Registry of Volunteers in Oregon during a public health emergency. The bill became effective March 17, 2022. ■



Matt West

Matt West named WCD deputy administrator

By WCD Communications Coordinator Autumn Blake

Matt West accepted the position of deputy administrator in January 2022, following the retirement of Jim Van Ness. In his

17 years in state service, West has spent 16 years with the Workers' Compensation Division (WCD). He brings a wealth of experience with him into this new role.

WCD Administrator Sally Coen said, "I am very thankful that Matt has agreed to share his expertise and experience with the whole division. His leadership skills combined with his workers' compensation program expertise make him a natural fit for the deputy administrator position. I'm grateful for his partnership in helping lead WCD."

West was the Resolution Section manager for more than a year before becoming the deputy administrator. Before that, he was the interim Operations Section manager and the Employment Services Team (EST) manager within WCD's Resolution Section.

"I'm excited to continue to learn more and to grow as a person and as a leader. I love WCD; the people who work here are amazing and the work we do matters. I'm excited to be a part of it all and to help lead the division," West said.

Outside of work, West enjoys spending time with his wife, two kids, and two dogs. He travels, golfs, and watches sports (go Ducks!) in his spare time. ■



New Operations manager: Shawn Haywood

By WCD Communications Coordinator Autumn Blake

Shawn Haywood became the Operations manager in June 2021 following 16 years of dedicated state service and nearly 20 years of experience in the private sector.



Shawn Haywood

Operations comprises technological, administrative, communication, claim, and policy services.

While working in the private sector, Haywood spent many years managing teams for Target stores across the United States. This included living in seven states while opening new stores and districts. He led teams responsible for conducting internal investigations, preparing for Olympic events, developing business continuity plans, and overseeing process improvement and stock shortage efforts.

More recently, Haywood worked in several capacities for two other state agencies. While he worked for the Department of Corrections (DOC), he helped identify and mitigate risks to the agency through conducting internal audits and assisting in investigations. He spent nine years working in internal audit, which included the role of chief audit executive.

Haywood served as the deputy administrator for Oregon Corrections Enterprises (OCE) where he had oversight of agency operations consisting of 23 business units in seven locations across Oregon. In this role, he worked with teams to develop short- and long-term business plans, implemented continuity plans during the pandemic, oversaw the development of the agency budget, and aided in the professional development of team members.

Additionally, in his off time, Haywood spent 10 years as a college adjunct instructor teaching human resources, business management, criminal justice, strategic planning, and personal finance curricula.

WCD Administrator Sally Coen said, "In his interviews with the Workers' Compensation Division, Shawn shared many examples of his experience supporting employees and making people feel valued. Shawn has extensive experience with State of Oregon agency processes and a common-sense approach to process improvement and problem solving. We are lucky he has chosen to share his knowledge and skills with WCD." ■

New Resolution manager: Kirsten Schrock

By WCD Communications Coordinator Autumn Blake

This April, Kirsten Schrock joined the Workers' Compensation Division as the Resolution Section manager. The

Resolution Section consists of Employment Services, Appellate Review, and Medical Resolution units with nearly 60 employees.

Schrock joins WCD following eight years of leadership at the Oregon State Hospital. There, she served in a number of roles, including Security Operations and Reception Center manager. She was also the interim director of Safety and Security.

Those who worked closely with Schrock emphasized her ability to lead, her capacity to build relationships, and the way she is able to tackle seemingly impossible tasks and projects.

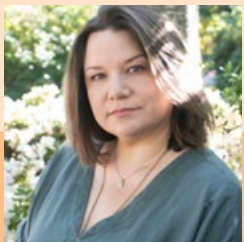
"Kirsten brings extensive leadership skills and a fresh-eyed perspective to WCD's dispute resolution processes. We are delighted to have her join our leadership team," said Administrator Sally Coen. ■



Kirsten Schrock

Workers' Compensation Educational Conference set for Nov. 1-3

By Conference and Training Coordinator Jenn Hlad



Jenn Hlad

If you have suggestions or comments, call Conference and Training Coordinator Jenn Hlad at 503-947-7515 or email jennifer.l.hlad@oregon.gov.



The Workers' Compensation Division will host its 20th annual educational conference again this fall. The conference is sponsored by the International Workers' Compensation Foundation (IWCF). The IWCF is a nonprofit organization whose goal is to educate everyone with an interest in the workers' compensation system.

This year's conference will take place virtually and will be hosted on the Whova platform. It will be held Nov. 1-3. Attendees will be able to watch pre-recorded sessions and then participate in live video question and answer discussions immediately after. Participants can also stream sessions and Q&A's on demand Nov. 7-21.

The 2022 conference will feature a wide variety of topics relating to the Oregon workers' compensation system. There will be sessions about the different programs available to workers with permanent work restrictions and their employers. We'll cover employer reporting requirements with Oregon OSHA. There will be a presentation from the National Council on Compensation Insurance (NCCI) to discuss national trends in workers' compensation. Our sanctions team will update us on penalties and how to properly respond to division requests in order to avoid sanctions. We will also feature a two-part session on workers' compensation basics provided by the Ombuds Office for Oregon Workers, SAIF Corporation, and a representative from our Benefit Consultation Unit (BCU).

Those who watch the sessions are eligible for up to nine continuing education units. If you are an attorney, claims examiner, HR professional, or rehabilitation provider who completes the required courses you'll be able to request continuing education credits. Other disciplines can receive certificates of attendance. Sponsorship and exhibitor opportunities are also available.

You can register for the conference and find more information about presenters, topics, continuing education credits, and exhibitor advantages by visiting the [conference website](#). You can receive reminders and updates about the conference by signing up through our [mailing list](#). ■



Dates to remember

Oct. 17, 2022

Public rulemaking hearing on proposed OAR 436-035, Disability Rating Standards, and OAR 436-050, Employer/Insurer Coverage Responsibility

Nov. 1-3, 2022

Workers' Compensation Educational Conference

Nov. 28, 2022

Public rulemaking hearing regarding implementation of HB 4138 (2022) and HB 2040 (2021)

Nov. 30, 2022

Rulemaking advisory committee meeting on OAR 436-009, Oregon Medical Fee and Payment; OAR 436-010, Medical Services; and OAR 436-015, Managed Care Organizations

To receive updates relating to WCD publications and events, subscribe [here](#).