

THE INDUSTRIAL COMMISSION OF ARIZONA

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Happy New Year from the Industrial Commission of Arizona

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On behalf of the Industrial Commission of Arizona, we hope 2022 brings safety, health, and happiness to each of the valued stakeholders and customers of the Commission. Despite the widespread challenges of 2021, the Commission was able to continue all agency services and operations without interruption. We are grateful for the hard work and dedication of Commission staff and the support, involvement, and flexibility of stakeholders.

With a focus on continuous improvement and customer service, 2021 brought significant technological advancements in the Claims, ALJ, Labor, and ADOSH divisions; streamlined procedures across the whole agency; and safer worksites in every corner of Arizona. Whether it is participating in a remote ALJ hearing or worksite safety consultation visit, filing an online workers' compensation or wage claim, electronically accessing Commission records, or obtaining guidance from any of the agency divisions, improvements in 2021 made it easier than ever to do business with the Commission.

Looking forward to 2022, we remind everyone that good public policy depends upon good public feedback. The Commission firmly supports transparency in policy making and invites participation and feedback from all stakeholders. Stakeholder participation makes problem solving and decision-making easier. It results in more responsive government. And it often yields more substantive and lasting solutions, as decisions can be based on more information, data, perspectives, and shared understanding.

The Commission is doubling down in 2022 on our long-held commitment to effectively include all stakeholders in the work of the agency. The Commission will continue to foster robust stakeholder participation in the following ways:

- **Formal Stakeholder Meetings:** The Commission will continue to organize and hold multiple formal public hearings before a full quorum of the Commission each year – meetings that all stakeholders are invited to attend. Stakeholders are also invited to address the Commission during any scheduled Commission meeting.
- **Informal Stakeholder Meetings:** Individual Commissioners and agency staff will continue to participate in stakeholder-requested or stakeholder-led informal meetings. The Commission welcomes any opportunity to meet with stakeholders.
- **Stakeholder Comments and Suggestions:** The Commission urges stakeholders and members of the public to submit concerns, praise, comments, and consensus solutions at any time and on any topic.
- **Administrative Procedures Act:** Arizona's Administrative Procedures Act was designed to ensure that state agencies operate consistently, fairly, and transparently. As it pertains to formal policy, whether through rulemaking or substantive policy-setting, the Commission will continue to exceed the requirements and timelines in the Act.

The Commission has responsibilities to substantial numbers of stakeholders with varying interests, including hundreds of thousands of injured workers, thousands of employers, insurance carriers, third-party administrators, self-insurance pools, applicant and defense attorneys, medical and pharmaceutical providers, and many more. The Commission has always welcomed – and will continue to welcome – robust stakeholder participation as it pertains to the Commission’s regulatory responsibilities. All stakeholder recommendations and comments will be carefully considered and the Commission will always strive to set policy that is fair and in the best interest of our state.

We look forward to hearing from you in 2022.

Sincerely,

Dale Schultz
Chairman, Industrial Commission of Arizona

James Ashley
Director, Industrial Commission of Arizona