

Department of Workforce Development  
Division of Worker's Compensation  
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Scott Walker, Governor  
Reginald J. Newson, Secretary

September 9, 2013

County of Milwaukee  
ATTN: Mr. Dennis Dietscher  
Court House Room 302  
901 N. 9th Street  
Milwaukee, WI 53233

Dear Mr. Dietscher:

One of the Wisconsin Worker's Compensation Division's key responsibilities is to ensure that insurance carriers and self-insured employers meet the standard for submission of the WKC-12 First Report of Injury. DWD 80.02(3)(b) requires that 70% of these reports be submitted to the Department "within 14 days of the date of injury or the last day worked after injury before the first day of compensable lost time". The County of Milwaukee's performance in this area over the last four quarters was 49%. Out of 171 First Reports submitted only 84 were within the standard set forth in DWD 80.

We request that you prepare a written corrective action plan and submit it to the Division **within 35 days** of the date of this letter. The plan must describe how and when compliance will be met in order to achieve 70% or better on the performance requirement. Compliance must run for 2 consecutive quarters, beginning with the quarter following the due date of this letter. Components of the action plan should include:

- Identification of problem areas causing late First Reports of Injury.
- Planned methods to correct each problem and time frames for making the corrections.
- Target dates to review improvement for each quarter.
- Identification of an individual who will be responsible for meeting the plan's objectives.

We ask that you refer to our web site's Claims Handling Performance Reports page for the list that we publish every quarter. The web address is: <http://dwd.wisconsin.gov/wc/insurance/perfreports.htm>. You should be using the Pending Reports Internet application for the submission of claim related information, as well as for keeping track of what information is due, and when.

Please submit your plan to my attention, at the letterhead address. The Division will review the plan, and if there are suggestions the individual identified for meeting the plan's objectives will be contacted. Failure to submit an action plan as requested, or failure to meet the First Report of Injury performance standard, may result in the Division referring the matter to the Bureau of Insurance Programs, Division of Worker's Compensation, for enforcement purposes.

If you have questions on this matter, please contact Alphonso Elvord at (608) 267-6890 or [alphonso.elvord@dwd.wisconsin.gov](mailto:alphonso.elvord@dwd.wisconsin.gov).

Sincerely,

A handwritten signature in black ink, appearing to read "Tracy Aiello".

Tracy Aiello  
Director, Bureau of Claims Management  
Worker's Compensation Division  
(608) 267-9407  
[tracy.aiello@dwd.wisconsin.gov](mailto:tracy.aiello@dwd.wisconsin.gov)

Exhibit B