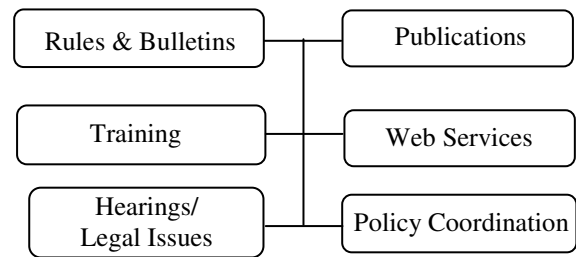


# Oregon Workers' Compensation Division

## Policy & Communications Section

*“To promote effective administration of the workers’ compensation system through analysis, communication, education, and excellent customer service.”*



### Overview

The Policy & Communications Section is one of six sections within the Workers’ Compensation Division: Benefit Services, Compliance, Medical, Operations, Policy & Communications, and the Administrator’s office. The Policy & Communications Section consists of twelve staff and two managers.

The section provides the public a centralized information link with the division and provides centralized services to the division.

#### Services

**Bulletins and forms** – Coordinate the development, revision, and publication of division bulletins and forms.

**Conferences and training** – Coordinate conferences, trainings, workshops, and presentations for the workers’ compensation community.

**Contested cases** – Process requests for hearing and appeals in medical and vocational disputes. Draft orders for administrator and director signature.

**Customer satisfaction** – Coordinate and administer surveys and analyze survey data. Hold focus group meetings.

**Legal issues** – Coordinate division communication with the Department of Justice regarding issues needing legal advice or representation. Provide legal research.

**Legislative coordination** – Coordinate the division’s legislative activity. Monitor bills that affect the division’s programs and provide information to stakeholders.

**Policy research and analysis** – Coordinate the development and implementation of consistent public policy through facilitation, research, and analysis.

**Project management and facilitation** – Coordinate and facilitate project teams.

**Publications** – Coordinate the creation and revision of pamphlets, industry notices, and other written materials. Edit and produce division newsletters. Provide desktop publishing services.

**Rulemaking** – Coordinate the division’s administrative rulemaking process, from development of issues through publication of finalized rules.

**Staff development and training** – Coordinate the division’s staff development and training program.

**Web services and on-line information** – Develop and maintain internal and external Web pages and on-line resources.

**For more information contact:** Policy & Communications Manager: (503) 947-7502 FAX: (503) 947-7514

### **WCD Mission and Purpose**

*“To provide fair, effective and responsive administration of the workers’ compensation system.”* - WCD Mission Statement

**The Workers’ Compensation Division (WCD) of the Department of Consumer & Business Services is charged with administering and enforcing the workers’ compensation law and administrative rules. The purpose is to provide a fair and just administrative system for the delivery of medical and financial benefits to injured workers.**

