

STATE OF WISCONSIN  
 DWD  
 Department of Workforce Development  
**Alternative Dispute Resolution**  
 JASMINE DECORAH and KAREE WILLIAMS  
 Dispute Resolution Specialists

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### What Is ADR?

- Alternative Dispute Resolution is an alternative process to a hearing, with an ADR specialist facilitating compromise
- All claims with unrepresented applicants (pro se) are referred to ADR for review
- Completely voluntary for both parties
- Either side can decide not to participate in ADR at any time – claim will then go to pre-hearing conference

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### Why Is ADR a Good Option?

Alternative Dispute Resolution (ADR):

- Saves money
- Saves time
- Helps close claims quicker
- Is a neutral third party

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### What ADR is **Not**

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- A replacement for a hearing
- Partial to either party involved
- One party winning over the other (both sides give up something)




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### ADR Process

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- **Goal:** can the parties reach settlement outside of a hearing? (if there is an actual dispute)
- Introduction to applicant
- Contact if more info needed (bills, med reports, etc.)
- Reach out to other parties for possible resolution
- If agreement is reached, compromise drawn up and sent to ALJ for approval and order to be written
- If no compromise, case is moved to pre-hearing


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### Claims That Are Appropriate for ADR

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- Small dollar amounts
- Medical only claims
- Quickly healing injuries
- End of healing has been reached
- No need for future medical treatment


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### Claims That Are **Not** Appropriate for ADR

- Perm totals
- Death claims
- Some hearing loss and vision claims
- Head injuries
- Complex injuries
- Claims with need for long-term care
- Claims that may result in an interlocutory order



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### What Else Does the ADR Specialist Do?

- Explain to injured worker need for support for claim
- Explain steps of hearing process to applicant
- Clarify issues
- Calculate value of claim
- Help with amended applications if necessary (direct only - we cannot write on the claimant's application for them)
- Aid in dismissal of claims when appropriate



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### Questions?

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