

# **Public Safety, Finance, and Strategic Support Committee**

## **Workers' Compensation Program Update Annual Report**

**Human Resources Department**

**September 16, 2021**

**Item: (d)4**

**Presenters: Jennifer Schembri, Director of Employee Relations/  
Director of Human Resources  
Eric Fortes, Division Manager**

# Recommendation

Accept the annual report on the City's efforts to contain workers' compensation costs and reduce claims for the Workers' Compensation Program by focusing on wellness, health, and safety through the end of 2020-2021.

# Open Claims as of June 30, 2021

<b>Claim Type</b>	<b>Number of Open Claims as of 6/30/2020</b>	<b>Number of Open Claims as of 6/30/2021</b>
<b>Indemnity</b>	1,418	1,412
<b>Medical Only</b>	72	85
<b>Future Medical</b>	1,018	992
<b>Total</b>	<b>2,508</b>	<b>2,489</b>

The total number of open claims has been reduced by approximately 1% since June 30, 2020, when the open claim inventory was 2,508.

# Workers' Compensation Total Claims Cost

Department	2020-2021 Budget (Adopted)	2020-2021 Budget (Modified)	2020-2021 Actuals
Fire	\$7,500,000	\$7,690,000	\$7,789,093
Police	\$7,572,000	\$8,022,000	\$7,915,247
PRNS	\$1,150,000	\$960,000	\$977,924
DOT	\$650,000	\$375,000	\$355,023
Others	\$850,000	\$1,375,000	\$1,296,858
Public Works (GS)	\$650,000	\$275,000	\$266,200
General Fund Totals	\$18,372,000	\$18,697,000	\$18,600,345
Special Funds Total	\$1,885,500	\$1,987,500	\$695,154
<b>All Funds Total</b>	<b>\$20,257,500</b>	<b>\$20,684,500</b>	<b>\$19,295,499</b>

# Intercare Staffing as of June 30, 2021

Claim Type	Number of Open Claims as of 6/30/2021	TPA Employee Type	Number of Staff	Average Caseload
<b>Indemnity, Medical Only, Future Medical</b>	<b>2,489 (b)</b>	Senior Claims Examiner	10	141.2(a)
		Future Medical/Medical Only Examiner	4	269.25 (a)
		Clerical and Support Staff	5	0
		Total	<b>19</b>	
(a) Average does not include clerical staff				
(b) Claims totals do not include Information Only claims				

# TPA Performance Measures Jul 1, 2020 – Jun 30, 2021

Cycle Time Performance	Total Possible Categories Audited	Total "Yes"	Total "No"	Total "N/A"	Overall Audit Percentage Score	Prior Audit Percentage Score through 6/30/20
Adjuster Technical Audit Performance Summary	1,772	1,689	83	420	96%	97%

Quality Performance	Total Claims Audited	Total "Yes"	Total "No"	Total "N/A"	Overall Audit Percentage Score	Prior Audit Percentage Score through 6/30/20
Three-point contacts - Timely completion of 3 Point Contacts. (Pass/Fail)	274	246	23	5	91%	98%
Causation Analysis - Timely causation decision within 90 days. (Pass/Fail)	274	252	9	13	97%	98%
Plans of Action - Plan of Action in claim notes every 90 days. (Pass/Fail)	274	253	21	0	92%	97%
Benefits Payments - Timely and accurate payment of benefits (Pass/Fail)	274	233	12	29	95%	95%

State Compliance Performance	Total Claims Audited	Total "Yes"	Total "No"	Total "N/A"	Overall Audit Percentage Score	Prior Audit Percentage Score through 6/30/20
Temporary Disability payment compliance	274	115	0	159	100%	97%
Permanent Disability & Death benefits payment compliance	274	132	3	139	98%	96%
Subsequent indemnity payment compliance	274	238	1	35	100%	95%
Agreed Medical Examiner/ Qualified Medical examiner notices compliance	274	220	14	40	94%	97%

# Workers' Compensation Program- Other

- InterConnect Program
- Concentra Telemedicine
- Monthly Claims Reviews
- Quarterly WC Liaison Meetings
- Workers' Comp 101 Supervisor Training
- Firefighter Fastlane
- Police Fastlane

# Safety Management System Health and Safety Program



# Health and Safety Program

- **Program Manager**
- Safety Scoreboard
- Quarterly Citywide Safety Committee Meetings
- Public Safety Wellness Improvement Committee
- Ergonomics
- OSHA 10-Hour Certification Training
- STOP (Safety Training Observation Program) for Supervision
- Wellness Screening

# Conclusion and Follow-up

- Focus on safety and injury prevention as well as effectively manage the TPA
- Suspended workers' compensation, health, wellness and safety initiatives will be reestablished when City employees resume on-site work in 2021-2022 and the HR Safety Officer is deactivated from the EOC.
- Continued positive impact reducing Workers' Comp expenditures
  - Actual \$1,389,001 savings against the budget through the end of Fiscal Year 2020/2021

# Discussion and Questions