



Welcome to the San Francisco Workers' Compensation Council Meeting

The meeting will begin at 9:00 AM Pacific.
Please mute your lines!

Report to the San Francisco Workers' Compensation Council

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Workers' Compensation Director

March 1, 2021





Agenda

- Accomplishments, Initiatives & Challenges
- COVID-19 Report
- Performance Quick Facts
- Claim Analytics
- Financials

Accomplishments & Initiatives



Accomplishments

- Completed annual OSHA Injury Logs & Reports, reflecting new COVID-19 requirements, for the 2020 calendar year for small departments by request
- Integrated new COVID-19 test results data from Jail Health testing centers into data reporting workflow for employer department notification of COVID-19 positive employees
- Required COVID-19 safety training developed and staged on SF Learning that meets core requirements of Cal/OSHA Temporary Emergency Standard regulations
- Implemented claim system upgrades to comply with 1099-NEC information return reporting; issued 1,506 1099-MISC and 235 1099-NEC returns for CCSF and SFMTA
- Added 60 new medical providers to CCSF MPN to address mental health sequela that delay recovery and return-to-work
- Nurse Triage Reporting Line updated with latest guidance for callers



Initiatives

- Actuarial studies of potential cost savings of Alternative Dispute Resolution Programs with Willis Towers Watson near completion, final results due for March 25, 2021 Joint Labor Management Committee Meeting
- Significant contracting activities underway include:
 - Managed Care Services contract is nearing completion with notice of intent to award a contract expected in early March
 - RFQ for Special Investigation Services to be published FY21 Q3
 - Banking Services contract under development with Treasurer/Tax Collector for ongoing banking services and Phase III – Medical Provider ACH Payment project
- Claims Enterprise Upgrade scheduled for March 15, 2021
- Meeting weekly with Health & Safety professionals across the City to discuss common challenges, review safety guidance, collaborate on safety recommendations for HR policy, and discuss Cal/OSHA requirements



Future Cost Drivers Forecast

- New Medical/Legal Fee Schedule as of 4/1/2021, designed to increase fees by 30% based on the State Auditor's report of medical-legal fees

	Avg. Annual Expense	Low Estimate (30%)	High Estimate (45%)	Net Increase - Low	Net Increase - High
CCSF	\$ 664,380	\$863,694	\$963,351	\$199,314	\$298,971
SFMTA	\$ 344,490	\$447,838	\$499,511	\$103,347	\$155,021
TOTAL	\$1,008,871	\$1,311,532	\$1,462,862	\$302,661	\$453,992

- A per-page record review fee of \$3 per page over 200 pages of submitted record likely to push costs higher given a claims administrator cannot control what an employee's representative submits to a medical-legal evaluator
- Several bills pending in the legislature that would increase costs and friction



Claims Enterprise Upgrade

Inside of the Application:

- ✓ Modernized look and feel
- ✓ Improved user interfaces throughout the system, including searching, user preferences and widgets
- ✓ Improved layout of pages
- ✓ Rich Text functionality
- ✓ One-click record download
- ✓ Embedded Claims Intelligence Dashboards
- ✓ Official Disability Guidelines Module
- ✓ Content Module
- ✓ Support for browsers other than Internet Explorer
- ✓ Support for Java 8, Tomcat 8.5.x, and Windows 10

Outside of the Application:

- ✓ Password Management
- ✓ User Access Request Process

Claim #	Claimant Name	Injured Party Name	Incident	SSN	Body Part	Ty
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Claim #	Claimant Name	Incident Date	SSN	Type	Status
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Claims Enterprise Upgrade

Business Case

- System updates to comply with changing regulations will no longer be supported for clients on earlier versions
- Legacy products used by iVOS to operate are becoming obsolete or unsupported, including the Oracle code used to write the database from 2001
- Data security best practices and models have evolved significantly—our current release is based on outdated practices
- User interface is outdated
- Enhancements are only available to clients on the 5X release
- Critical path to other Division strategic initiatives, including enhanced reporting for departments, direct deposit for medical providers, and other enhancement opportunities

User Acceptance Testing

- In April 2020, Ventiv provided CCSF with a test environment based on the 5X release with our current claims data
- The Finance and Systems team, in partnership with Ventiv, rebuilt all user security – provisioning access to every field, screen and page so the application behaves like the current release
- The Finance and Systems team then tested the new release and performing “day in the life” testing: adding claims, importing data from third party sources, processing payments, transmitting check files to our printer
- Peers and colleagues were then invited to participate in user acceptance testing to test the application amongst a wider audience
- Hundreds of hours have been spent actively finding and correcting problems so the upgrade experience for users will be as simple and pain free as possible



Upgrade Testing Activities Completed

Adding payments

Creating new Insureds

Adhoc Reporter outputs

Adding a new claim

Medicare reporting

Bank accounting

Copying payments

Importing medical bill review files

Reassigning a claim

User security

Creating new Correspondence Templates

Business Rules

Non-medical vendor check printing

Medical Provider check printing

Payment stop and voids

Adding new users

Employee import from SF People & Pay

NACHA Compliant ACH Transactional Data

Report generation and distribution
to client departments

Reporter report outputs

Adding Document Images

IP Whitelisting

Security challenge question updates

Self-service password resets

Audit logging

Payment corrections

Bill review data



Claims Enterprise Upgrade Schedule

March 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

- 3/11/2021** Advance payment processing for all payments due through Sunday, March 21
- 3/12/2021** COB System is shutdown. User access suspended.
- 3/13/2021** Production environment taken down, upgraded, restarted
- 3/14/2021** Pre-launch day user testing
- 3/15/2021** Launch Day
- 3/17/2021** 10:00AM: 5X Updates Refresher, Tips and Q&A with Staff (Mandatory Attendance for All Staff)

Planned Enhancements for this Spring:

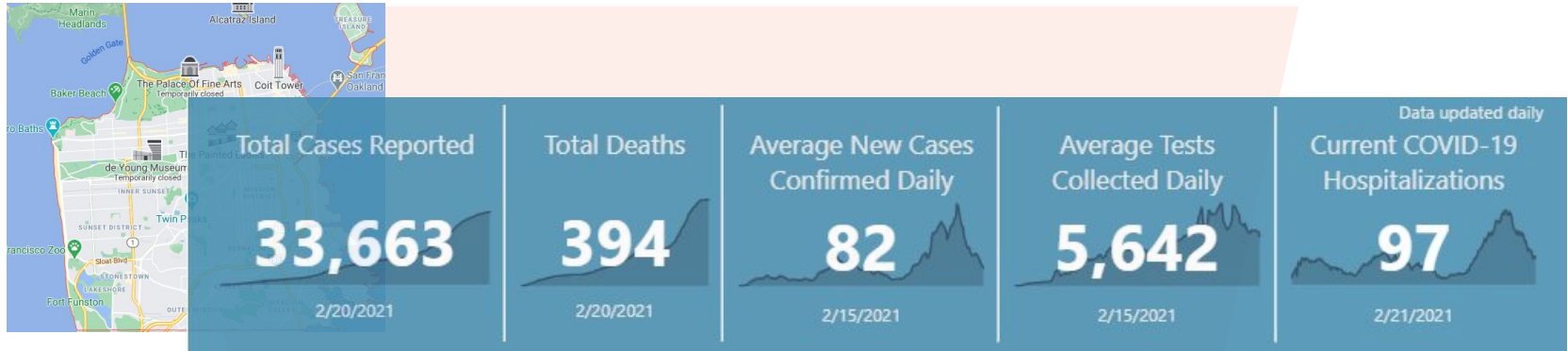
- Content Management Module
- Develop and deploy dashboards for Claims Teams
- Indemnity Reserves will be broken out into sub-categories to comply with Public Self Insurer annual reporting regulations from the DWC
- Evaluate use of Alert functionality
- Address deferred maintenance and updates that were pending the 5X release

Future enhancements:
Departmental dashboards
Claimant App
Texting
API functionality

COVID-19 Report



Citywide COVID-19 Report



Source: <https://data.sfgov.org/>, Data as of 2-22-2021

1513 CCSF Employee COVID-19 Cases

Source: Service Now Contact Tracing & Reporting Tool, Data as of 2-26-2021

532 WC Claims (Medical/Indemnity)

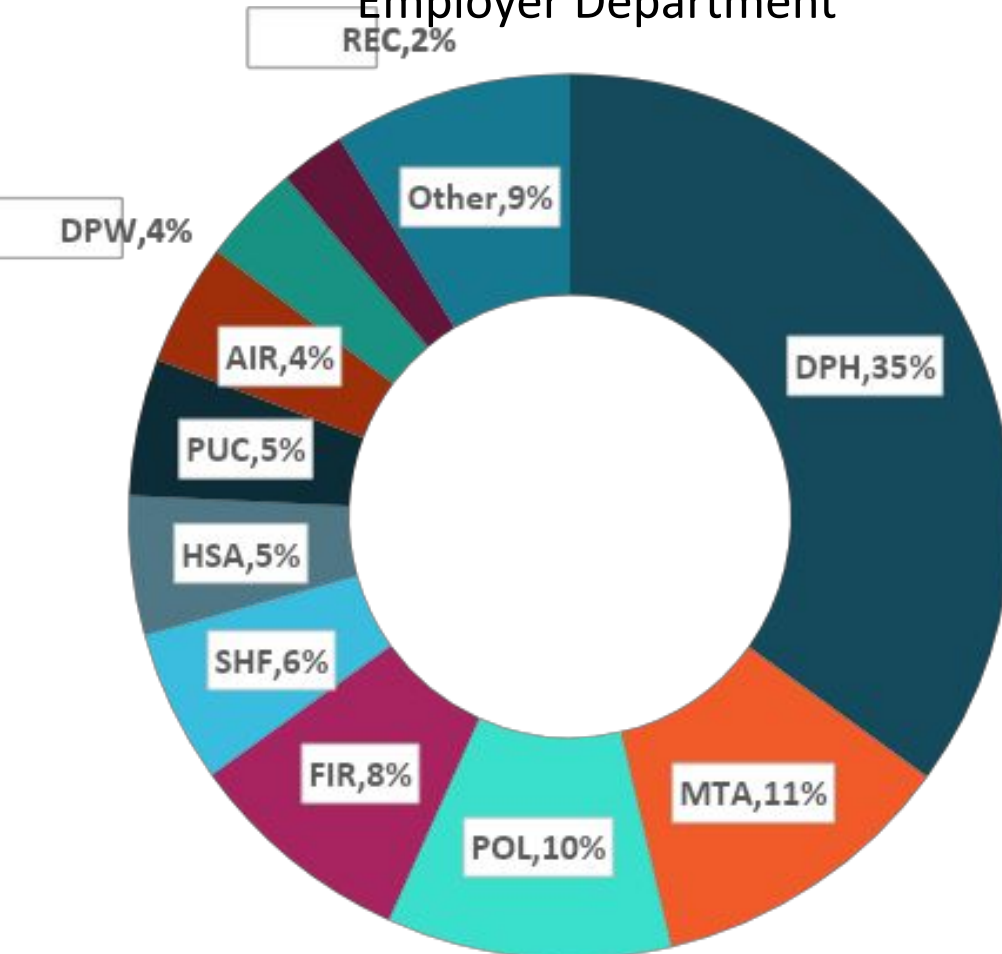
Source: DHR

226 Accepted, 161 Denied

CCSF Claims

4850	Expense	Indemnity	Medical	Totals
\$1,542,951	\$68,013	\$288,110	\$261,717	\$2,160,790

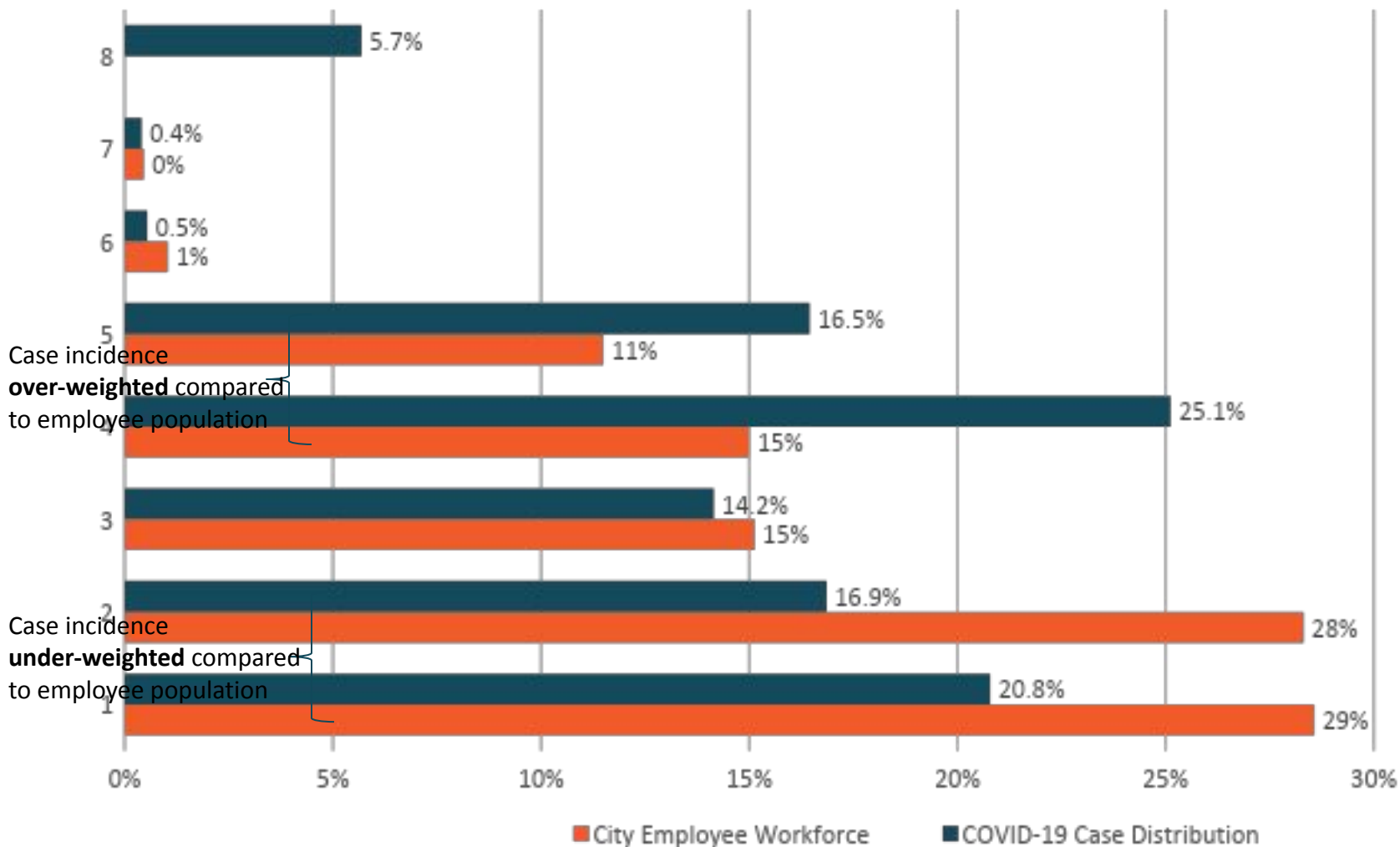
Distribution of Employee Cases by Employer Department



Distribution of Employee Cases by Job Classification

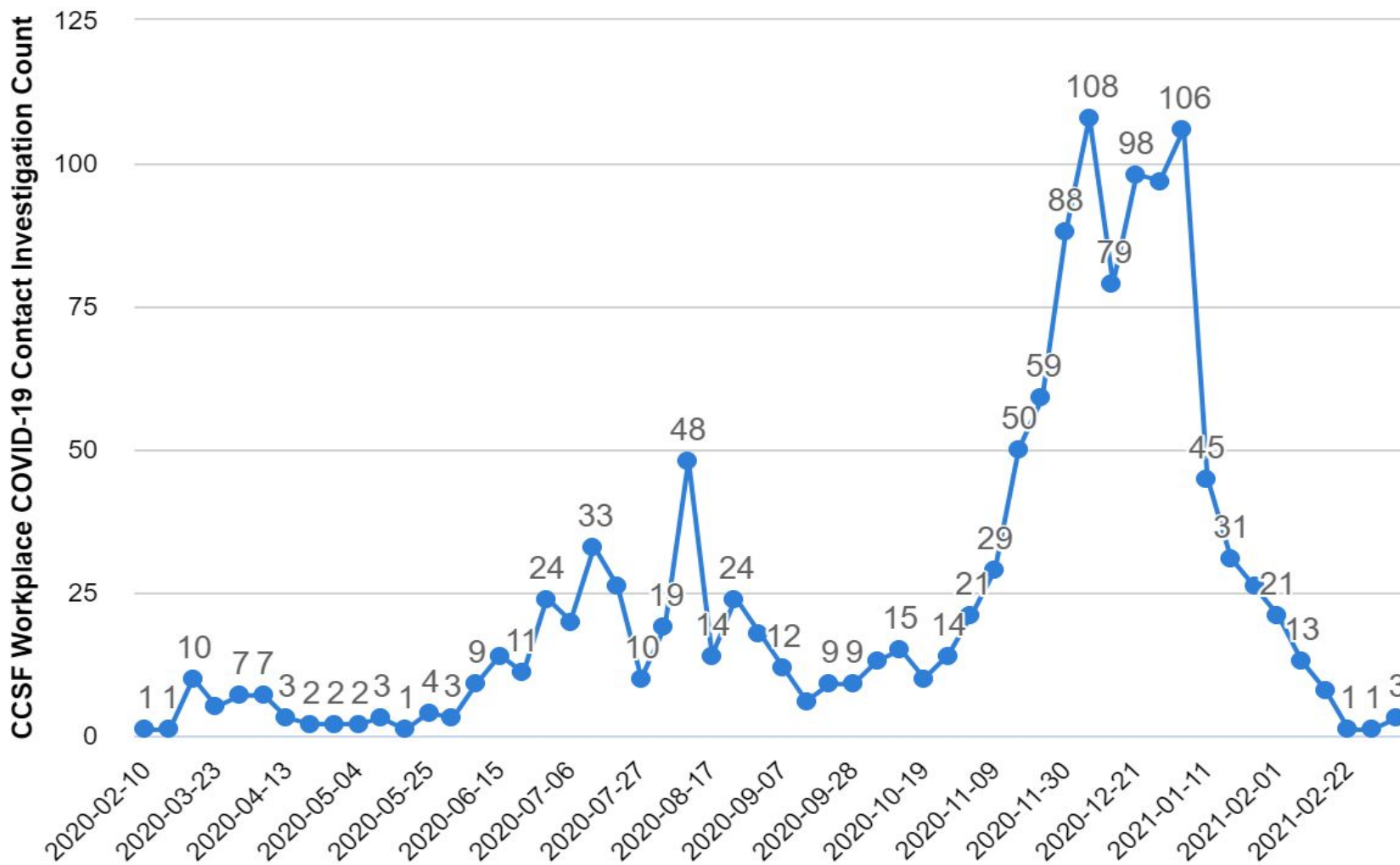
2320 - Registered Nurse	87
2303 - Patient Care Assistant	81
9163 - Transit Operator	72
Q002 - Police Officer	58
H002 - Firefighter	47
2708 - Custodian	40
H003 - EMT/Paramedic/Firefighter	39
8304 - Deputy Sheriff	31
Q004 - Police Officer 3	28
Q052 - Sergeant 3	27

Distribution of Employee Cases by Self Reported Race-Ethnicity





Citywide COVID-19 Report



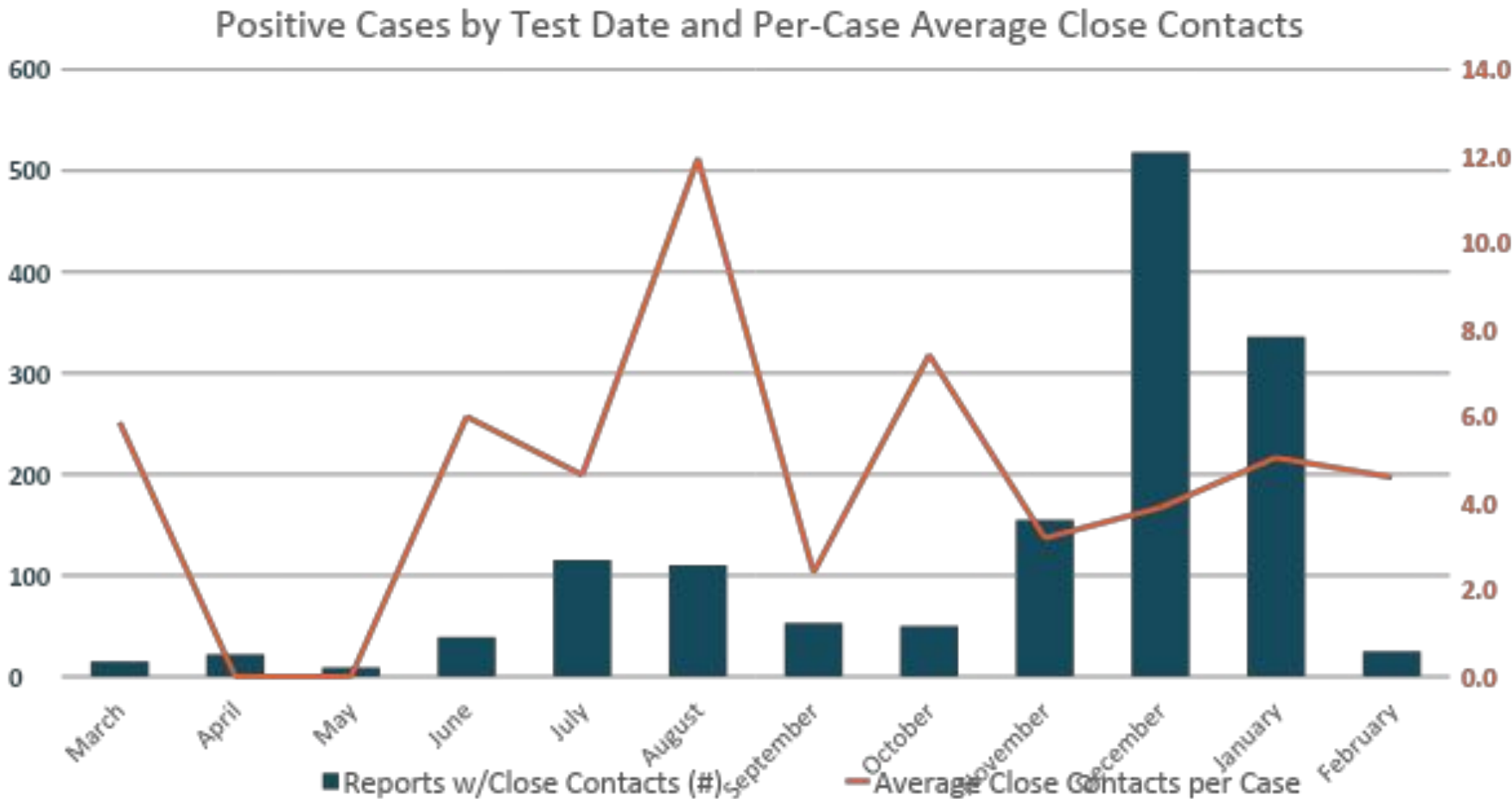
Source: Service Now Contact Tracing & Reporting Tool



Citywide COVID-19 Report

	Count of Reports	Reports w/Close Contacts (#)	Reports w/Close Contacts (%)	Quantity of Close Contacts	Average Close Contacts per Case
March	15	7	47%	41	5.9
April	22	0	0%	0	0.0
May	9	0	0%	0	0.0
June	39	6	15%	36	6.0
July	115	37	32%	172	4.6
August	110	40	36%	478	12.0
September	53	20	38%	48	2.4
October	50	26	52%	193	7.4
November	155	35	23%	112	3.2
December	518	138	27%	538	3.9
January	336	93	28%	470	5.1
February	25	5	20%	23	4.6
Grand Total	1,447	407	28%	2,111	5.2

Source: Service Now Contact Tracing & Reporting Tool, Data as of 2-22-21



Source: Service Now Contact Tracing & Reporting Tool, Data as of 2-22-21



Workers' Comp COVID-19 Report

- 1513 Employee Positive Reports in Service Now Reporting Tool
 - Most common employee job classifications with positive reports: Registered Nurse, Patient Care Assistant, Transit Operator, Police Officer, Firefighter
 - 536 (37%) results delivered through CityTestSF program
- 532 COVID-19 Workers' Compensation Claims filed as of Feb 22
 - 17 claims have incurred medical expense >\$2,000
 - Average per-claim expense was \$2,729 for accepted claims as of case closure. Average per-claim medical expense \$1,527. Figures include 4850 disability payment vouchers which are expenses incurred by departmental payroll, not DHR-WCD
 - 1 death among active employees
 - Most common work-related cases: Department of Public Health, Police, Fire, Sheriff

Performance Quick Facts



FY21 Q2 Performance Quick Facts

Fiscal Health

Ratio of Actuals to Budget

FY21 Q2 98.7%

Benchmark: 95%

Claim Volume

Count of New Claims in Period

509 Indemnity Claims

157 Medical Claims

Benchmark: 401 Indemnity Claims/Quarter
265 Medical Claims/Quarter

Claim Cost

Average Claim Cost in Period

	Indemnity	Benchmark	Medical	Benchmark
CCSF	\$13,844	\$14,193	\$586	\$715
SFMT			\$711	\$416
A	\$18,548	\$9,452		

Duration

Average Days Open of Claims Closed in Period

165 Days

Benchmark: 234 Days

Notes: All benchmarks based on rolling four-year averages (FY17-20). Fiscal health metric includes overhead and claim expenditures and is based on revised budget, excluding any carryforward. Duration excludes disability retirement and future medical claims.

Claim Analytics

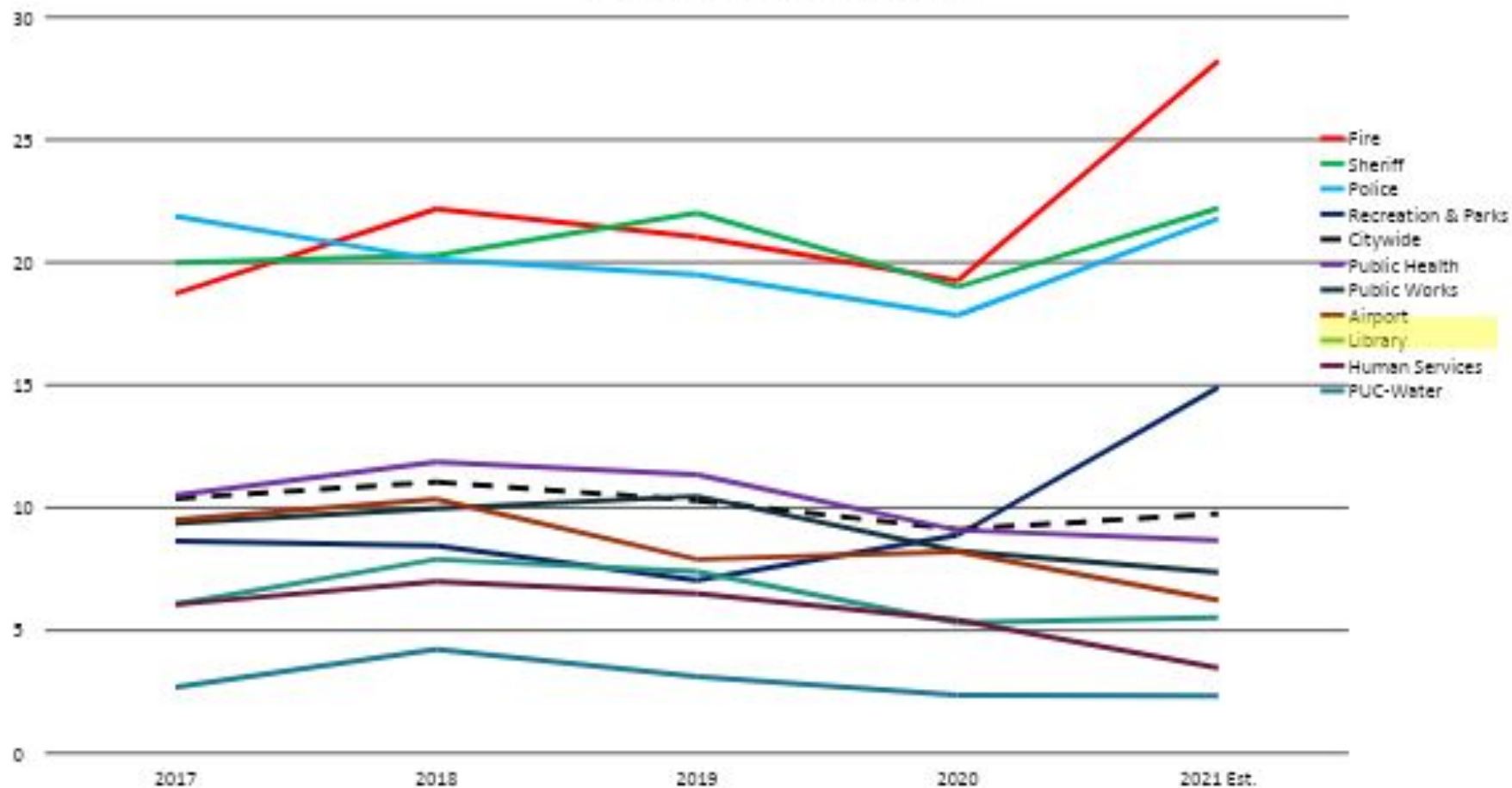


Claim Filing Frequency

	FY17-20			FY21 Q2			FY21 Q2 Increase / Decrease		
Department	Average Indemnity Claims Per Quarter	Average Medical Claims Per Quarter	Average Indemnity + Medical Claims Per Quarter	Total Indemnity Claims	Total Medical Claims	Total Indemnity + Medical Claims	Indemnity	Medical	Indemnity + Medical
Police	81	38	119	129	12	141	48 or 59%	-26 or -69%	22 or 18%
Public Health	74	116	190	52	84	136	-22 or -30%	-32 or -28%	-54 or -28%
Fire	62	18	79	121	12	133	59 or 96%	-6 or -32%	54 or 67%
Sheriff	37	8	45	53	4	57	16 or 43%	-4 or -48%	12 or 28%
Airport	19	13	32	29	6	35	10 or 50%	-7 or -54%	3 or 8%
Recreation & Parks	22	15	37	24	10	34	2 or 8%	-5 or -34%	-3 or -9%
Public Works	15	16	31	17	6	23	2 or 11%	-10 or -61%	-8 or -25%
Human Services	26	9	35	18	2	20	-8 or -31%	-7 or -76%	-15 or -42%
PUC-Water	8	7	15	8	8	16	0 or 2%	1 or 19%	1 or 10%
Library	7	3	10	8	4	12	1 or 21%	1 or 19%	2 or 20%
Citywide	401	265	666	509	157	666	108 or 27%	-108 or -41%	0 or 0%

Claims Incurred Per 100 FTE

Top 10 Departments



Notes:

1. Report only claims are excluded
2. 2021 Est. reflects a straight line of Q1-Q2 claim volume for the whole fiscal year



Litigation Statistics

Department	Open Indemnity Claims Added from FY17-FY21Q2	Represented Claims	Represented %	Litigated Claims	Litigated %
Police	415	178	43%	118	28%
Fire	385	149	39%	95	25%
Public Health	310	86	28%	60	19%
Sheriff	234	93	40%	81	35%
Airport	120	28	23%	22	18%
Recreation & Parks	100	25	25%	23	23%
Human Services	96	52	54%	34	35%
Public Works	89	48	54%	41	46%
Water Pollution Control	46	18	39%	15	33%
PUC-Water	42	13	31%	8	19%
Citywide	2093	792	38%	577	28%



Litigated vs Non-Litigated

Average Total Payment / Closed Indemnity Claim

Department	Litigated?	2017	2018	2019	2020	2021 Q2
Fire	Y	\$71,897	\$42,108	\$63,819	\$29,650	\$58,162
	N	\$10,022	\$12,823	\$13,935	\$8,239	\$7,290
Public Health	Y	\$60,217	\$112,138	\$84,653	\$55,942	\$70,355
	N	\$3,726	\$4,366	\$3,295	\$4,816	\$4,845
Public Works	Y	\$53,275	\$50,518	\$47,839	\$28,318	\$59,831
	N	\$8,156	\$2,676	\$4,412	\$10,658	\$3,372
Police	Y	\$100,599	\$125,175	\$72,092	\$115,808	\$189,833
	N	\$12,151	\$15,229	\$8,586	\$18,747	\$8,920
Sheriff	Y	\$36,834	\$34,037	\$24,054	\$119,003	\$23,348
	N	\$20,176	\$16,889	\$13,933	\$8,703	\$16,121
Citywide	Y	\$62,870	\$68,980	\$62,124	\$67,283	\$85,266
	N	\$9,259	\$10,196	\$8,389	\$9,127	\$7,212

Note: Latest fiscal year includes data up to the current reporting quarter.



ADR Litigation Statistics

Department	Fiscal Year	ADR Indemnity Claims Added and Still Open	Represented Claims	Represented %	Litigated Claims	Litigated %
Fire	FY21 Q2	126	18	14%	9	7%
	FY17-20	136	55	40%	15	11%
	All	262	73	28%	24	9%
Police	FY21 Q2	113	24	21%	8	7%
	FY17-20	131	56	43%	33	25%
	All	244	80	33%	41	17%

Note: The ADR program for both Police and Fire departments commenced on 7/1/2019.

Financials



Department Expenditure Trends

Department	FY20 Orig. Budget	FY20 Actuals	FY21 Orig. Budget	FY21 Proj. Actuals	FY21 Surplus/ (Deficit)	YOY Change
Police	22,188,448	19,853,642	20,988,448	20,501,740	486,708	648,097
Public Health	12,275,372	12,844,802	13,360,372	13,879,498	-519,126	1,034,696
Fire	11,464,315	10,841,996	11,314,315	12,184,458	-870,143	1,342,462
Sheriff	5,746,567	6,099,483	6,218,261	5,907,684	310,577	-191,799
Public Works	3,700,035	3,828,273	3,872,327	3,852,744	19,583	24,471
Recreation & Parks	3,269,246	2,750,197	3,054,246	3,216,995	-162,749	466,798
Human Services	3,179,556	2,437,712	2,979,556	2,165,957	813,599	-271,755
Airport	2,975,768	2,837,738	2,773,966	3,035,093	-261,127	197,355
PUC-Water	2,406,452	1,910,009	2,206,452	1,975,312	231,140	65,302
PUC-Wastewater	1,767,076	1,794,091	1,817,076	2,470,549	-653,473	676,458
Total Top Ten Departments	68,972,835	65,197,945	68,585,019	69,190,030	-605,011	3,992,085
Total of All City Departments	78,248,879	73,347,979	77,303,935	76,924,756	379,179	3,576,777

Notes:

1. Expenditures exclude LC4850 salary continuation benefits and SF Community College, and include program admin/overhead
2. Departments sorted by FY21 Original Budget
3. FY21 Projections based on modified straight-line



Costs by Expenditure Category

	FY19-20 Actuals	FY20-21 Actuals YTD	FY21 Est. YE Actuals	YOY Change (%)
INDEMNITY				
Temporary Disability	9,832,786	6,426,714	11,997,013	23.5%
Permanent Disability	15,207,890	7,421,808	16,417,003	-2.5%
INDEMNITY SUBTOTAL	25,040,676	13,848,522	28,414,016	9.6%
VOCATIONAL REHABILITATION	183,913	77,012	179,440	-19.4%
MEDICAL	27,693,325	13,657,081	25,956,205	-1.4%
EXPENSE	3,332,909	1,516,684	2,956,783	-9.9%
RECOVERY	(721,335)	(377,134)	(622,054)	4.4%
GRAND TOTAL	55,529,487	28,722,166	56,884,389	3.3%

Notes:

1. Expenditures reflect benefit payments issued through the iVOS Financial System, and do not include overhead or LC 4850 salary continuation benefits.

Appendix



Appendix 1: Claim Cause Group Definitions

Claim Cause Group	Definition	Type(s) of Injury
Abrasion	Injuries sustained as a result of rubbing against a rough surface/wall	Skin
Bodily Motion	Injuries sustained due to physical motion, such as bending, lifting, reaching, pulling/pulling, twisting/turning, etc.	Primarily orthopedic injuries.
Caught In, Under, Between	Injuries that have occurred due to being pinned by, under or between objects, furniture, or equipment. This includes injuries occurring as a result of a cave-in.	Orthopedic injuries, lacerations, crush injuries.
Cumulative Trauma	Use for repetitive stress injuries due to repeated exposure over time.	Single or multiple body parts used in repeated exposure over a period of time – e.g. Carpal Tunnel, prolonged standing, psyche stress.
Explosion	Used for injuries sustained as a result of an explosion.	Orthopedic, burns, internal, catastrophic injuries, etc.
Exposure	Used for various internal injuries, such as repeated exposure to carcinogens, stressful work situation, or hard physical work leading to a negative bodily reaction. This can also include reactions to poisonous or toxic substances.	Cancer, heart trouble, internal injuries or exposure to poison oak, MRSA, or heat stroke. Also may include foreign substance into eyes or body, or bloodborne pathogen exposure.
Fall, Slip or Trip	Injuries sustained from a slip and fall, or trips and slips. This includes falls from elevation, from stairs, ladders, onto walkways, etc.	Single or multiple body parts, resulting in sprains, strains, contusions, lacerations, fractures, etc.
Ingestion	Injury sustained due to ingesting harmful substance.	Internal/exposure.



Appendix 1: Claim Cause Group Definitions, Cont.

Claim Cause Group	Definition	Type(s) of Injury
Misc	Miscellaneous injury not covered in other areas or rarely filed	Misc
Personal Injury/Illness	Injury that is non-occupational in nature, but aggravated or exacerbated by work.	Personal injury of a orthopedic or internal nature.
Physical Assault	Injuries sustained due to physical altercations (being struck or striking person or people).	Single or multiple body parts involved. Results in lacerations, sprains, strains, fractures, abrasions, even internal injuries.
Stress	Injuries sustained due to work related stress.	Primarily psychological/psychiatric injuries, including any resulting physical symptoms.
Struck By/Against	Injuries when objects are thrown at employees, when an employee is hit by a random moving machine part or object; or collides with an object such as a door or piece of furniture.	Orthopedic or head injuries
Suffocated	Injuries sustained due to suffocation, such as during a fire.	Respiratory injuries, smoke inhalation. May overlap with Exposure.
Vehicle Accident	Injuries sustained due to a vehicle, including vehicle/pedestrian accident or incident. This may be car or truck, motorcycle, bicycle, scooter, etc.	Orthopedic, single or multiple body parts, head, internal
Vibration	Injuries sustained due to vibration or seismic event, such as an earthquake.	Orthopedic, internal, head, etc.



Appendix 2: Claim Cause Definitions

Claim Cause Group	Claim Cause	When Used
Abrasion	ABRASION/RUBBED	<i>Injuries sustained as a result of rubbing against a rough surface/wall</i>
Bodily Motion	BENDING/STOOPING	<i>Bending down to tie shoes, etc.</i>
Bodily Motion	LIFTING	<i>Injuries from lifting weights, desks, tables, equipment, etc.</i>
Bodily Motion	PUSHING/PULLING	<i>Pushing or pulling of furniture, equipment or patients.</i>
Bodily Motion	REACHING	<i>Reaching for equipment resulting in hyperextension of extremities, etc.</i>
Bodily Motion	RUNNING/WALKING	<i>Injuries while running (during exercise or running after suspects), stepping off a curb the wrong way, injuries while walking.</i>
Bodily Motion	THROWING/WIELDING	<i>Injury sustained during baton-use exercise or other use of equipment in a throwing or maneuvering type motion.</i>
Bodily Motion	TWISTING/TURNING	<i>Injuries resulting from exiting vehicle, maneuvering in small spaces, etc.</i>
Caught In, Under, Between	CAUGHT IN, UNDER, BETWEEN	<i>Injuries as a result of being pinned under, or between objects, furniture, or equipment.</i>
Caught In, Under, Between	CAVE IN	<i>Injuries sustained due to being crushed by collapsing debris, such as in a tunnel or collapsing building in a fire.</i>
Cumulative Trauma	CONTINUOUS TRAUMA	<i>For repetitive stress injury due to repeated exposure over time.</i>
Cumulative Trauma	REPEATED MOTION	<i>Repetitive stress injury due to continued motion (typing, etc.). May be used interchangeably with CONTINUOUS TRAUMA</i>
Cumulative Trauma	REPEATED TRAUMA	<i>same as CONTINUOUS TRAUMA</i>
Explosion	EXPLOSION	<i>Injuries when bombs are set off during demonstrations and protest or fireworks during celebrations. Also may be a gas/fire explosion.</i>



Appendix 2: Claim Cause Definitions, Cont.

Claim Cause Group	Claim Cause	When Used
Exposure	ADVERSE REACTION	<i>Dizziness/Fatigue/Headaches due to heat exposure, intense exercise, dehydration, etc. Also could be an allergic reaction or exposure to poisonous substance.</i>
Exposure	BODILY REACTION	<i>The body's reaction to repeated exposures to carcinogens, stressful work situations, hard physical work. This could also be an allergic reaction to a poisonous substance or toxic substance.</i>
Exposure	CONTACT INFECTIOUS AGENT	<i>Needle Sticks, Exposure to blood borne pathogens (blood, saliva, urine, etc.)</i>
Exposure	CONTACT WITH CHEMICALS	<i>Exposure to Toxin, chemicals</i>
Exposure	CONTACT WITH ELECTRICITY	<i>Electrocution</i>
Exposure	CONTACT WITH EXTREME TEMPERATURE	<i>Injuries sustained during firefighting or working in extreme heat.</i>
Exposure	Contact with Radiation	
Exposure	DERMAL	<i>Dermatitis due to contact with poison oak, poison ivy, etc.</i>
Exposure	FOREIGN SUBSTANCE	<i>Object/s getting into the eyes</i>
Exposure	INHALATION	<i>Injuries from smoke inhalation during firefighting, or inhaling chemical vapors.</i>
Exposure	PANDEMIC	<i>COVID-19</i>
Exposure	SPLASHED	<i>Refers to when liquid splashes onto eyes or body. Overlaps with CONTACT INFECTIOUS AGENT.</i>
Fall, Slip or Trip	FALL FROM CHAIR	<i>Sitting and falling off chair. Chair might have slid from underneath claimant.</i>
Fall, Slip or Trip	FALL FROM ELEVATION	<i>Fall from a height, such as from a roof.</i>
Fall, Slip or Trip	FALL FROM LADDER	<i>Injuries while falling off ladder.</i>



Appendix 2: Claim Cause Definitions, Cont.

Claim Cause Group	Claim Cause	<i>When Used</i>
Fall, Slip or Trip	FALL FROM STAIRS	<i>Injuries resulting from falling down stairs or steps.</i>
Fall, Slip or Trip	FALL FROM VEHICLE	<i>Injuries due to an officer falling off a police motorcycle or bicycle.</i>
Fall, Slip or Trip	FALL ONTO AGAINST OBJECTS	<i>Filed if someone fell onto a certain object or machine, or against an object or machine such as gurneys and side tables</i>
Fall, Slip or Trip	FALL SAME LEVEL	<i>Slip and Fall due to wet floor, slippery floor. Also used for an employee falling onto the ground (similar to Slip/Trip)</i>
Fall, Slip or Trip	FALL SCAFFOLD/WALKWAY	<i>Fall from scaffolding/walkway</i>
Fall, Slip or Trip	SLIP / TRIP	<i>Slipping on wet surface or tripping over object on the floor.</i>
Ingestion	INGESTION	<i>Sustained due to drinking/eating harmful substance such as chemicals</i>
Misc	EVENT TYPE (NEC)	
Misc	FAULTY EQUIPMENT	<i>Injuries from defective chairs, tables and other equipment</i>
Misc	FAULTY ROADWAY MTA	<i>Injury sustained due to road/street defect such as sinkhole or large pothole. Track/Track issues</i>
Misc	UNASSIGNED	
Personal Injury/Illness	PERSONAL INJURY/ILLNESS	<i>Injury or illness of a nonindustrial nature but filed as EE was at work (or aggravated by work).</i>
Physical Assault	ASSAULT, PHYSICAL	<i>Used for physical assaults by the public, by patients/detainees, or between employees in a Workplace Violence setting</i>
Stress	ASSAULT, MENTAL/VERBAL	<i>Altercation between co-workers, with the public, patients, etc. Overlaps with STRESS, RELATIONAL CONFLICT</i>



Appendix 2: Claim Cause Definitions, Cont.

Claim Cause Group	Claim Cause	When Used
Stress	RELATIONAL CONFLICT	<i>Stress as a result of interpersonal conflicts at work (with Supervisor and/or co-workers)</i>
Stress	STRESS MTA	<i>MTA uses this for all stress claims</i>
Struck By/Against	COLLISION	<i>Running into another person at the office, striking a body part (e.g., nose) against another object, Hallway and door collisions</i>
Struck By/Against	STRUCK BY FALLING OBJECT	<i>Injuries resulting from fighting fires or being hit by an object.</i>
Struck By/Against	STRUCK BY MOVING OBJECT	<i>Injuries when objects are thrown at employees. May overlap with PHYSICAL ASSAULT. Also if EE is hit by a random moving machine part or object.</i>
Suffocated	SUFFOCATED	<i>Fighting fires</i>
Vehicle Accident	VEHICLE ACCIDENT	<i>Motor Vehicle Accidents (City Vehicles, motorcycles), rear-enders, collision with other vehicles</i>
Vehicle Accident	VEHICLE OVERTURNED	<i>Use VEHICLE ACCIDENT</i>
Vehicle Accident	VEHICLE RAN OFF ROADWAY	<i>Use VEHICLE ACCIDENT</i>
Vehicle Accident	VEHICLE SUDDEN START/STOP	<i>Use VEHICLE ACCIDENT</i>
Vibration	VIBRATION	<i>Earthquake</i>



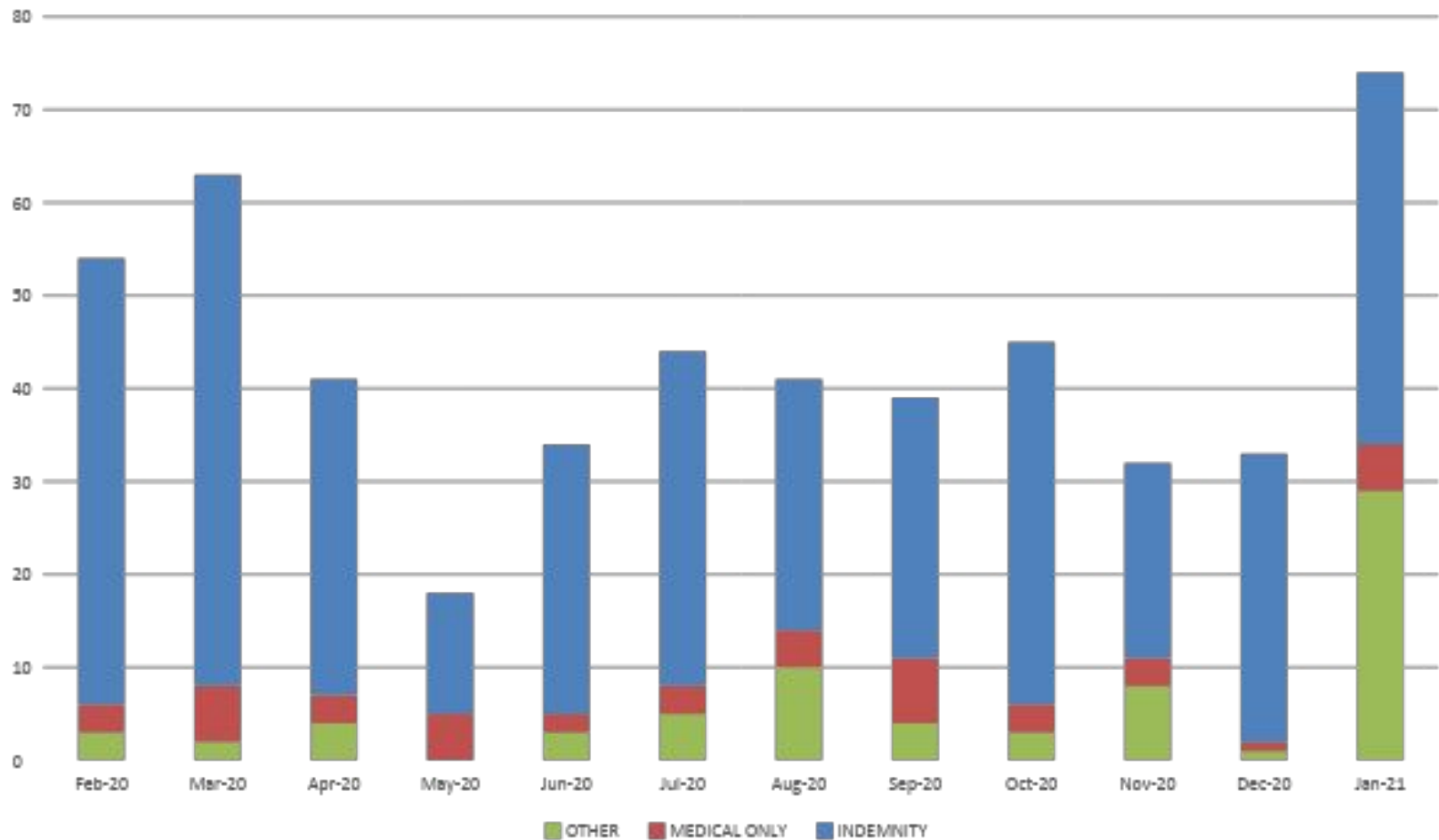
SFMTA

SFMTA

Municipal
Transportation
Agency

Workers' Compensation Council
March 1st, 2021

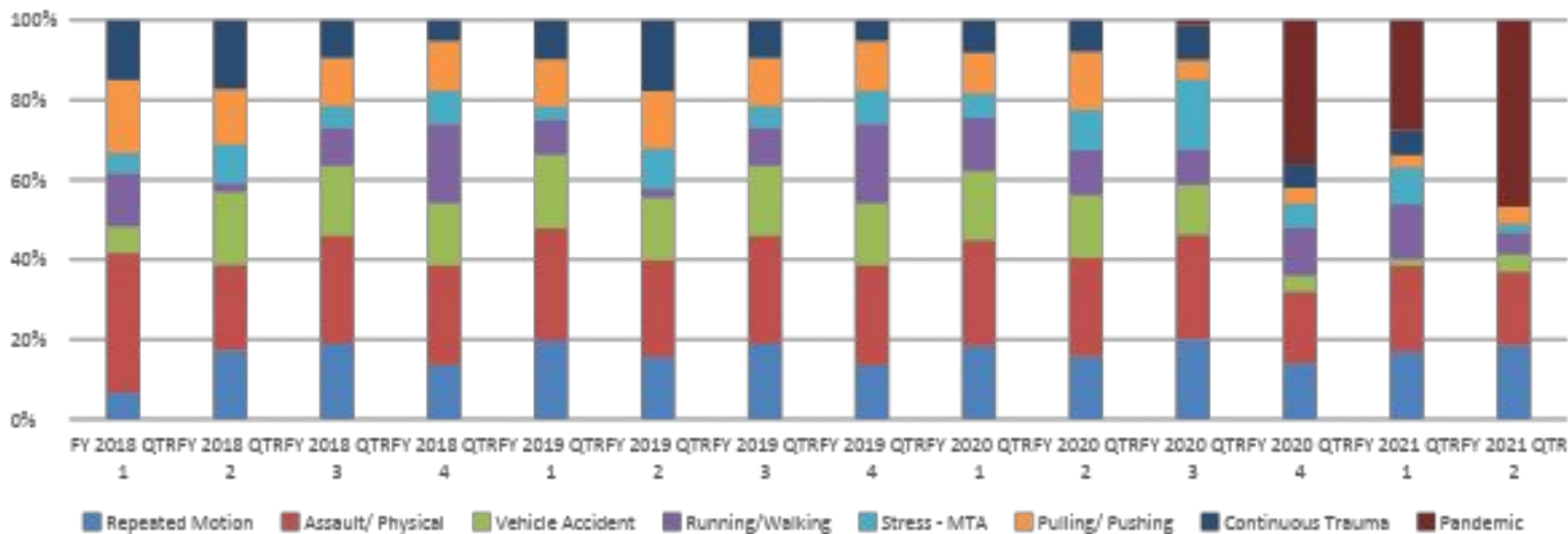
Claim Volumes



Financials

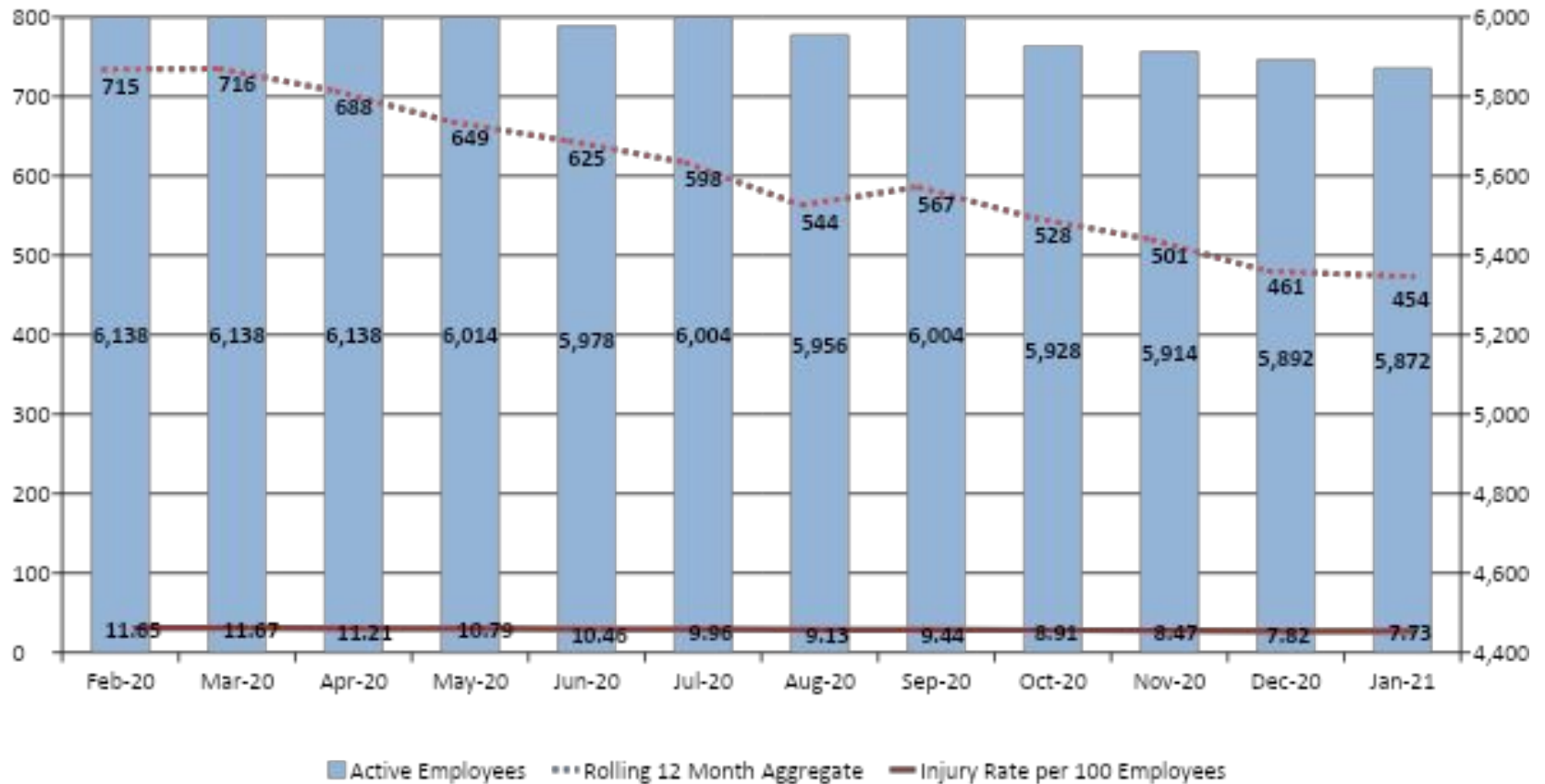
	FY 2019/2020 Seven Month Expenditures	FY 2020/2021 Seven Month Expenditures	Increase/Decrease	% of Change
INDEMNITY				
Temporary Disability	\$7,191,227	\$8,129,825	\$938,598	13.05%
Permanent Disability	\$3,359,465	\$3,220,008	(\$139,457)	-4.15%
Total Indemnity	\$10,550,692	\$11,349,833	\$799,141	7.57%
Vocational Rehabilitation				
Total Vocational Rehabilitation	\$20,288	\$15,291	(\$4,997)	-24.63%
MEDICAL				
Total Medical	\$5,872,234	\$4,981,789	(\$890,445)	-15.16%
EXPENSE				
Total Expense	\$792,670	\$556,275	(\$236,395)	-29.82%
RECOVERY				
Total Recovery Processed	(\$115,059)	(\$179,206)	(\$64,147)	55.75%
GRAND TOTAL	\$17,120,825	\$16,723,981	(\$396,844)	-2.32%

Cause Analysis

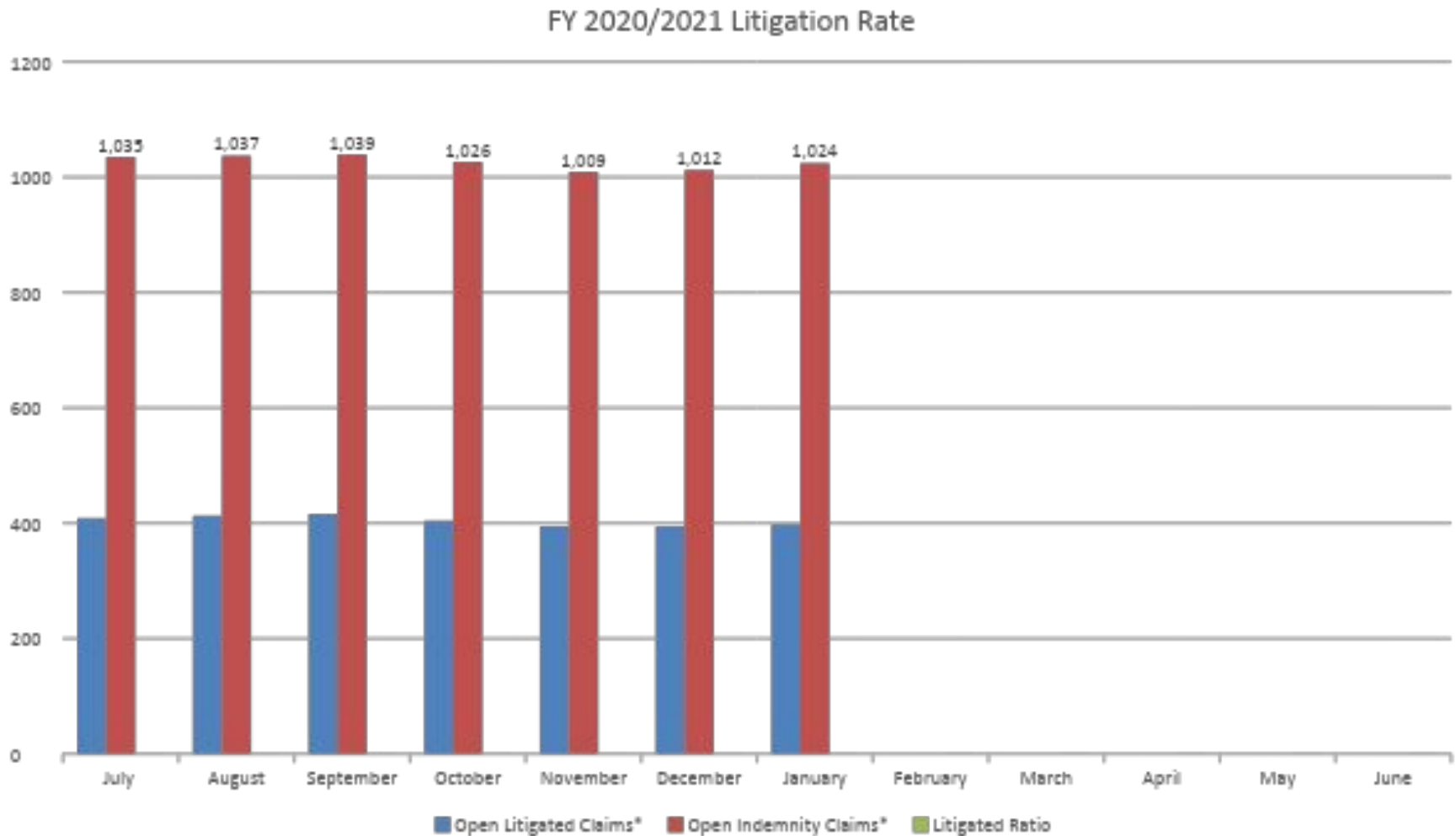


	Repeated Motion	Assault/ Physical	Vehicle Accident	Running/ Walking	Stress - MTA	Pulling/ Pushing	Continuous Trauma	Pandemic
FY 2018 QTR 1	4	21	4	8	3	11	9	0
FY 2018 QTR 2	16	20	17	2	9	13	16	0
FY 2018 QTR 3	14	20	13	7	4	9	7	0
FY 2018 QTR 4	13	24	15	19	8	12	5	0
FY 2019 QTR 1	18	26	17	8	3	11	9	0
FY 2019 QTR 2	14	22	14	2	9	13	16	0
FY 2019 QTR 3	14	20	13	7	4	9	7	0
FY 2019 QTR 4	13	24	15	19	8	12	5	0
FY 2020 QTR 1	18	26	17	13	6	10	8	0
FY 2020 QTR 2	14	22	14	10	9	13	7	0
FY 2020 QTR 3	16	21	10	7	14	4	7	1
FY 2020 QTR 4	7	9	2	6	3	2	3	18
FY 2021 QTR 1	11	14	1	9	6	2	4	18
FY 2021 QTR 2	17	17	4	5	2	4	0	43

Agency Injury Rate per 100 Employees



Litigation Ratio



Pandemic Claims Management

Pandemic impacts upon the Workers' Compensation Program include less access to medical treatment modalities including surgeries, for most claims. This decreased access has resulted, in some cases, in longer periods of Total Temporary Disability compared to non-pandemic cases. Access to medical legal evaluations is also occurring. Return to modified work options have also decreased.

In order to mitigate these cost drivers and achieve better claim outcomes, claims management efforts have been refocused to limit these impacts.

Pandemic Claims Management

- SB 1159
- Early return to work opportunities
- NCM targeted intervention
- Resolving claims without medical legal evaluation