



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

Peggy Sugarman

Workers' Compensation Director

June 7, 2021





Agenda

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

Accomplishments & Initiatives



Accomplishments

- ✓ Claims Enterprise 5X Upgrade successfully completed on March 15, 2021
 - Successful launch with no adverse impacts to daily activities, including new claim set-up, claims management, payment processing and reporting functions
 - Critical bugs quickly resolved
 - Enhancements under development for FY22 that will include dashboard capability and disability duration modules
- ✓ MPN Reapproval Filing pending June 2021
 - Required per LC 9767.2(b) to be filed every four years
 - Removed 5 providers from network in FY21 Q3 due to poor performance and failure to adhere to treatment standards or respond to return to work concerns



Accomplishments

Alternative Dispute Resolution/ “Carve-Out” Update

- ✓ Program Goals: Reduction in litigation, faster case resolution, and potential for cost savings absent a significant increase in serious claims
- ✓ Actuarial study finalized for SF Police based on Year 1 of the program compared to average loss costs and overhead from policy years 2014-2019
 - ✓ Ultimate losses per \$100 of payroll were reduced by 17.1%
 - ✓ Litigation rates are down significantly, from 26% to 7%
 - ✓ **Estimated savings are \$5.1 million**
 - ✓ Amortized first-year savings of \$1,029,004; \$514,502 to be distributed to the employee organization for health and safety initiatives; currently working with SFPOA on a spending plan
- ✓ Actuarial study for SF Firefighters Association still in draft form pending acceptance by Local 798. No savings identified due to adverse claim development



Initiatives

- **Major Contracts:**
 - **Managed Care Services RFP:** Notice of Intent to Award a Contract to Allied Managed Care; contract development underway with planned service implementation in late-Fall 2021
 - **Official Disability Guidelines:** Contract close to completion
 - **Banking Services:** Contract under development with Treasurer/Tax Collector for ongoing banking services and Phase III – Medical Provider ACH Payment project
- **Return to work planning** will embrace hybrid work models. WCD is seeking to enhance connection and productivity for employees regardless of physical location with new tools in partnership with Intercare
- **Continue meeting weekly with Health & Safety professionals**



Official Disability Guidelines (ODG)

- ODG's clinical guidelines and analytics are integrated into claims decision within the Claims Enterprise application.
- Seek to reduce costs and improve efficiency by identifying potentially high-cost claims early. With evidence-based treatment, improve performance for return to work, medical management, reserving, and risk assessment.
- Account for claim intake information with an RTW comorbidity calculator, including all available diagnosis codes, demographics, and confounding factors.
- Forecast projected disability duration using predictive analytics on the ODG claims database. Use output data to project target disability duration, benchmark lost time, and demonstrate savings.

Risk Assessment Score (RAS): 79.86
ICD Codes: S34.21XA

DOL Job Class: Medium

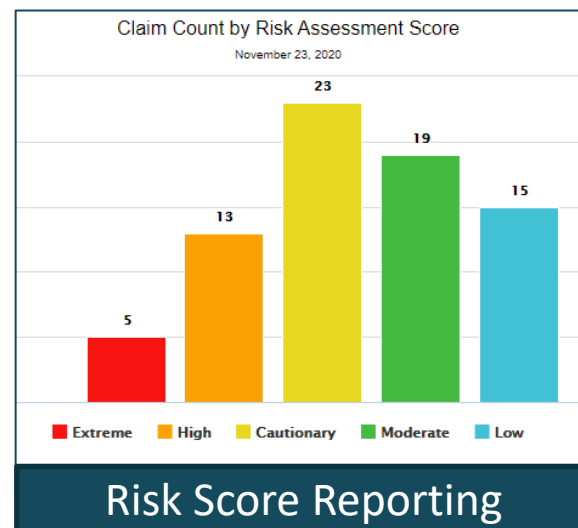
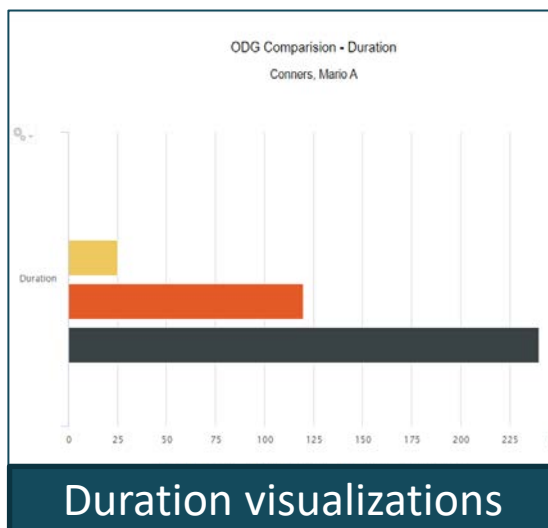
Depression Diabetes Hypertension
 Legal Representation Obesity Smoker
 Opioids Substance Abuse Surgery or Hospital Stay

	Best Practice	Typical	Max
	25	120	240

Reserve	Best Practice	Typical	Max
Indemnity	\$2,018.65	\$13,457.66	\$26,915.31
Medical	\$3,522.19	\$24,000.20	\$51,045.76
Expense	\$759.59	\$2,394.70	\$4,345.67
	Sum: \$6,300.43	Sum: \$39,852.56	Sum: \$82,306.74

Duration Treatment Analyzer

Simple interface





CompTiger – Knowledgebase

How do we simplify finding and sharing knowledge in our organization?

- **CompTiger** is a partnership initiative between the Workers' Compensation Division and Intercare (TPA) to build an online knowledge repository, drawing together policy and procedure, workflow, training, job aids and shared resources.
- Our aim is to create an accessible, searchable, secure, and fun online environment to collectively manage business administration information.
- The platform is under development and will be launched this summer alongside our new managed care services program implementation.
- Initial use cases include:
 - Policies and procedures
 - Contact management
 - Office schedules
 - Team/user profiles
 - Onboarding
 - Collaborative project management

What is CompTiger?

CompTiger is the Workers' Compensation Division's online knowledge repository, drawing together policy and procedure, workflows, training, job aids and resources.

Business Case

Problem: A shared drive full of outdated documents with unclear version control; turnover of staff who execute critical processes that are poorly understood by others; siloed teams with differing interpretations of procedural requirements; and significant time lost rummaging through personalized systems of storing and saving important information.

Value Statement: One learns and everyone knows. Individuals, groups, and organizations share, transfer and apply their collective knowledge and experience to do what's right AND deliver extraordinary performance. Knowledge is our core strategic resource.

Resources

Keep CompTiger up-to-date! If links or contacts are out of date, post on the page or send a to your supervisor.

Most Requested

- Internal Contacts
- External Contacts
- Principal Vendors

Applications

SFGOV

- MyApps: <https://myapps.sfgov.org/>
- Outlook 365: <https://outlook.office365.com/>

Claims Management

- Claims Enterprise: <https://ccs3-cms.venticlient.com/voa/login.jsp>
- Optum Vital Point: <https://vitalpoint.helloscomp.com/>
- EK Health Ashay: <https://www.datacarservices.com/ekccsr/#>
- NPN Database: <https://www-stillpoint.com/intermedccs/#npr/>

Finance

- US Bank Singlepoint: <https://singlepoint.usbank.com/>
- Prefer Pay Portal: <https://www.supplierpreferpay.com/eds/auth/login.do>



Enhanced Dashboards for Client Depts

- Developing new dashboard reporting toolkit to address Client Department requests for on-demand claim information
- Proof-of-concept developed in late May and in development with Ventiv Technology
- Initial scope includes (1) high-level departmental overview, (2) claim log, and (3) claim drill-down

Dashboard 1: Departmental Dashboard

Claim Activity Overview

Duplicate the Dashlet from User Dashboard -> Claimant Activity Overview
**Retain clickable report function*

Paid Summary

Calculate and display total payments for the period based on assigned input controls

Vertical stacked bar chart, display by reserve category

Input Controls

Beginning Date: MONTH-12

Ending Date: MONTH

Duplicate the Dashlet from User Dashboard -> Claimant Activity Overview

Date fields should be set to injury

Dashboard 2: Claim Log Dashboard

Claim Listing

Claim Number	Claimant	Examiner	Type	Status	Indemnity	Litigated
00001	Bob Jones	Jane Smith	Shoulder	Open	Yes	No
00002	John Doe	John Doe	Back	Open	No	No
00003	Jane Smith	Jane Smith	Hand	Open	Yes	No
00004	John Doe	John Doe	Hand	Open	No	No
00005	Jane Smith	Jane Smith	Hand	Open	No	No
00006	John Doe	John Doe	Hand	Open	No	No
00007	Jane Smith	Jane Smith	Hand	Open	No	No
00008	John Doe	John Doe	Hand	Open	No	No
00009	Jane Smith	Jane Smith	Hand	Open	No	No
00010	John Doe	John Doe	Hand	Open	No	No

Duplicate the Drill Down Report that is generated from the User Dashboard -> Claimant Activity Overview Dashlet upon clicking on a claimant type

Input Controls

Dashboard 3: Claimant Dashboard

Claimant Snapshot

Claim Number: 182267

Claimant: [Redacted]

Examiner: JEFF HAWKINS

Type: Indemnity

Status: Open

Represented: Yes

Litigated: Yes

Presents a variety of field values related to a claim, using many of the current fields on the Claimant Dashboard -> Claimant Snapshot Dashlet, but expanded - refer to Appendix II

Plan of Action

Populates most recent Notepad with Notepad Type = Plan of Action for claim. Expresses a forward looking opinion of the claim and required tasks.

APRD 07/19/2021: Ind - Off Work Accepted Right Shoulder Neck: PTP - Thomas Maxwell - LOV 03/01/2021: POA: Follow up TX recommendations at LOV - NOV 05/01/1/20/2021 is she a possible surgical candidate update APRD timely.

Paid vs. Incurred

Provides a breakdown of paid by reserve category to date, as well as incurred to date. Removes other comparisons currently available on Claimant Dashboard -> Claimant Snapshot Dashlet



Challenges

- New State Medical Legal Fee Schedule adopted for all exams as of 4/1/21
 - Significant changes due to costs which are expected to increase by at least 22%
 - Trained staff on changes and created Focus Group to develop workflow recommendations
 - Collaborating with WC City Attorneys on strategies

COVID-19 Report



Citywide COVID-19 Report



Source: <https://data.sfgov.org/>, Data as of 6-2-2021

1532 CCSF Employee COVID-19 Cases

Source: Service Now Contact Tracing & Reporting Tool, Data as of 6-2-2021

615 WC Claims (Medical/Indemnity)

Source: DHR

424 Accepted, 191 Denied

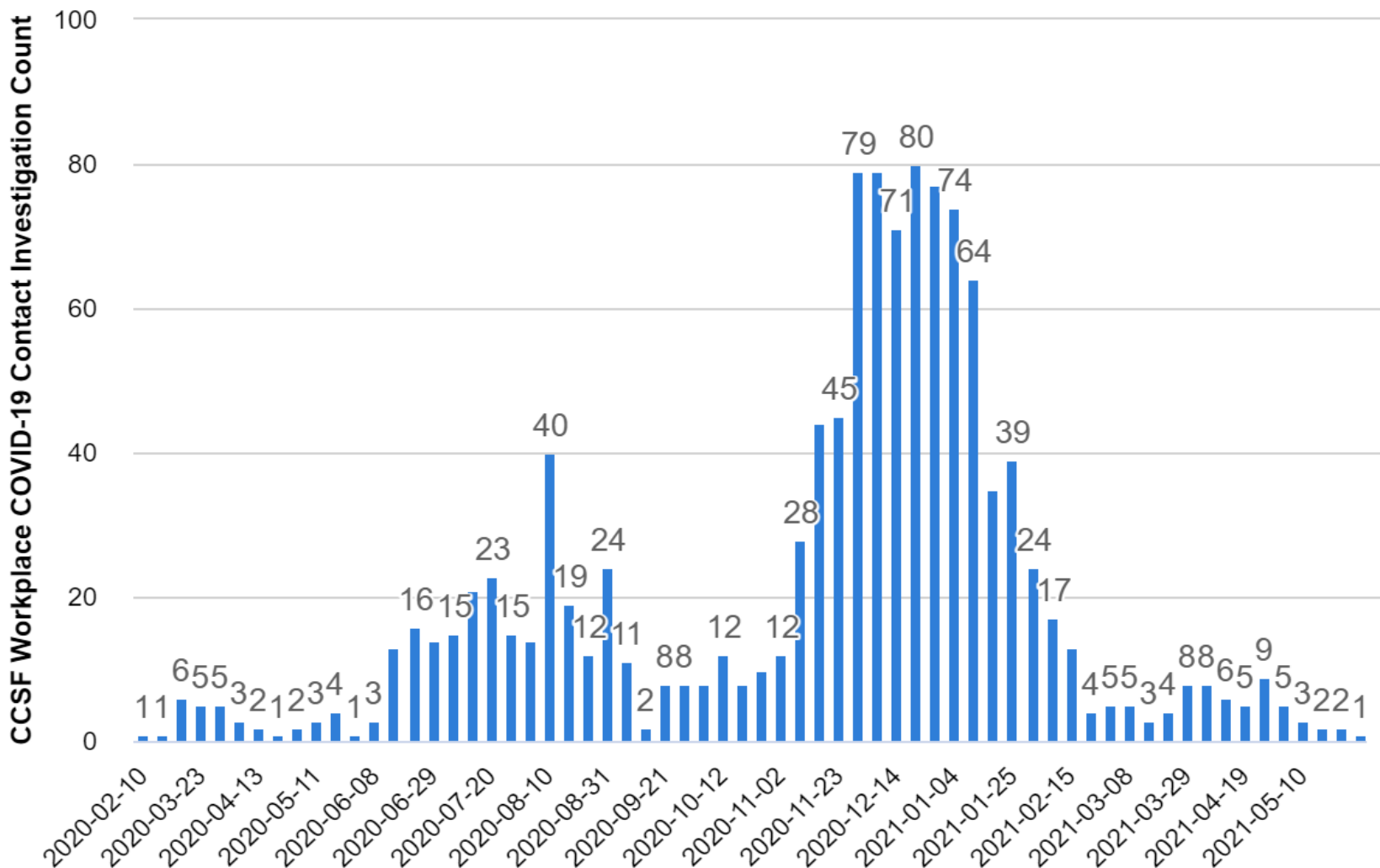
Source: DHR

4850	Expense	Indemnity	Medical	Totals
\$2,134,481	\$ 91,450	\$408,659	\$384,213	\$3,018,804

Source: DHR



Citywide COVID-19 Report

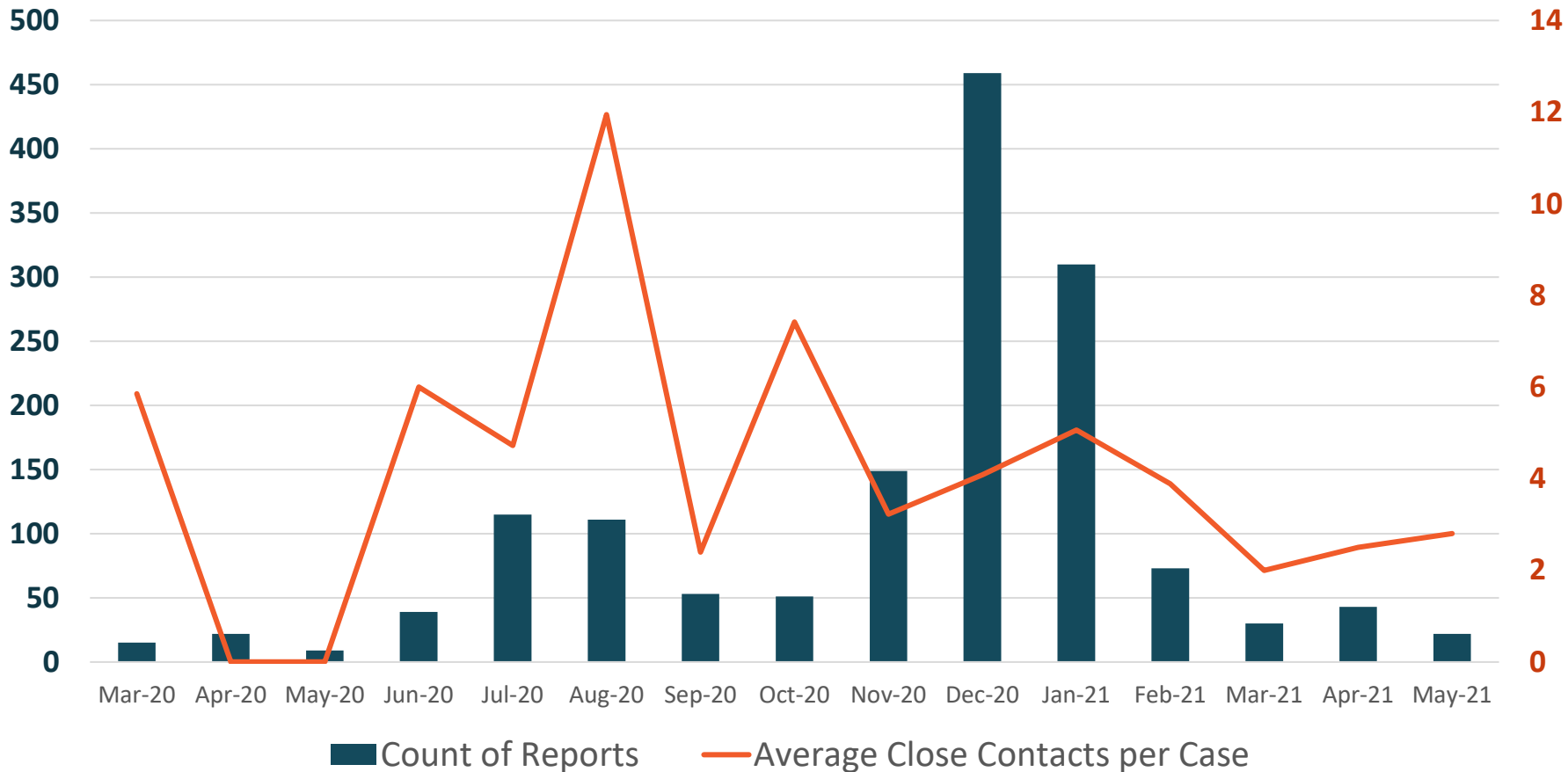


Source: Service Now Contact Tracing & Reporting Tool, Data as of 6-2-21



Citywide COVID-19 Report

Positive Cases by Test Date and Per-Case Average Close Contacts



Source: Service Now Contact Tracing & Reporting Tool, Data as of 6-2-21

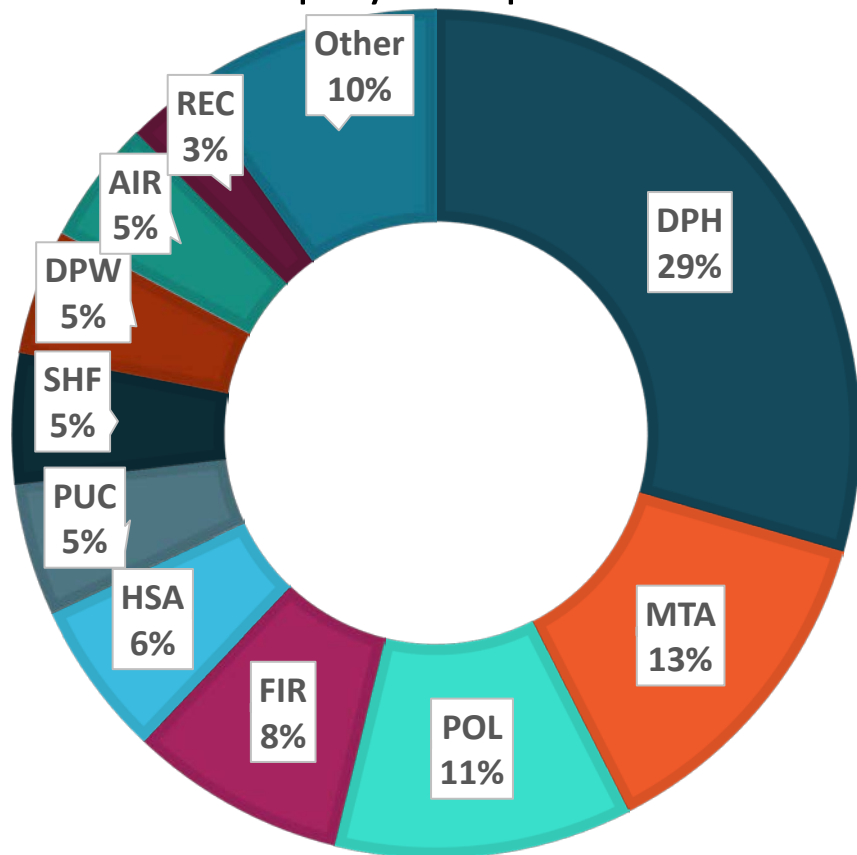


Citywide COVID-19 Report

	Count of Reports	Reports w/Close Contacts (#)	Reports w/Close Contacts (%)	Quantity of Close Contacts	Average Close Contacts per Case
Mar-20	15	7	47%	41	5.9
Apr-20	22	0	0%	0	0.0
May-20	9	0	0%	0	0.0
Jun-20	39	6	15%	36	6.0
Jul-20	115	36	31%	170	4.7
Aug-20	111	40	36%	478	12.0
Sep-20	53	20	38%	48	2.4
Oct-20	51	26	51%	193	7.4
Nov-20	149	35	23%	113	3.2
Dec-20	459	127	28%	519	4.1
Jan-21	310	92	30%	466	5.1
Feb-21	73	18	25%	70	3.9
Mar-21	30	2	7%	4	2.0
Apr-21	43	10	23%	25	2.5
May-21	22	5	23%	14	2.8
Grand Total	1,501	424	28%	2,177	5.1

Source: Service Now Contact Tracing & Reporting Tool, Data as 6-2-21

Distribution of Employee Cases by Employer Department



Distribution of Employee Cases by Job Classification

9163 - Transit Operator	87
2320 - Registered Nurse	76
Q002 - Police Officer	61
2303 - Patient Care Assistant	59
H002 - Firefighter	50
2708 - Custodian	44
H003 - EMT/Paramedic/Firefighter	39
Q004 - Police Officer 3	32
Q052 - Sergeant 3	30
8304 - Deputy Sheriff	29



Workers' Comp COVID-19 Report

Total Paid on COVID-19 Claims (CCSF & SFMTA)				
4850	Expense	Indemnity	Medical	Totals
\$2,134,481	\$ 91,450	\$408,659	\$384,213	\$3,018,804

- 615 COVID-19 Workers' Compensation Claims filed as of June 2
 - 6 claims - medical expense >\$10,000
 - 36 claims - medical expense >\$2,000
 - 13 claims – total expense >\$50,000, of which 68% of expenditures attributed to 4850 salary continuation benefits
 - Closed claims: Average per-claim expense was \$4,005 for accepted claims as of case closure. Average per-claim medical expense \$568. Figures include 4850 disability payment vouchers which are expenses incurred by departmental payroll, not DHR-WCD
 - 1 death among active employees

Performance Quick Facts



FY21 Q3 Performance Quick Facts

Fiscal Health

Ratio of Actuals to Budget

FY21 YE Projection: 99.1%
Benchmark: 95%

Claim Volume

Count of New Claims in Period

523 Indemnity Claims
183 Medical Claims
Benchmark: 395 Indemnity Claims/Quarter
264 Medical Claims/Quarter

Claim Cost

Average Claim Cost in Period

	Indemnity	Benchmark	Medical	Benchmark
CCSF	\$13,236	\$14,159	\$626	\$715
SFMTA	\$17,825	\$9,367	\$1,058	\$419

Duration

Average Days Open of Claims Closed in Period

176 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



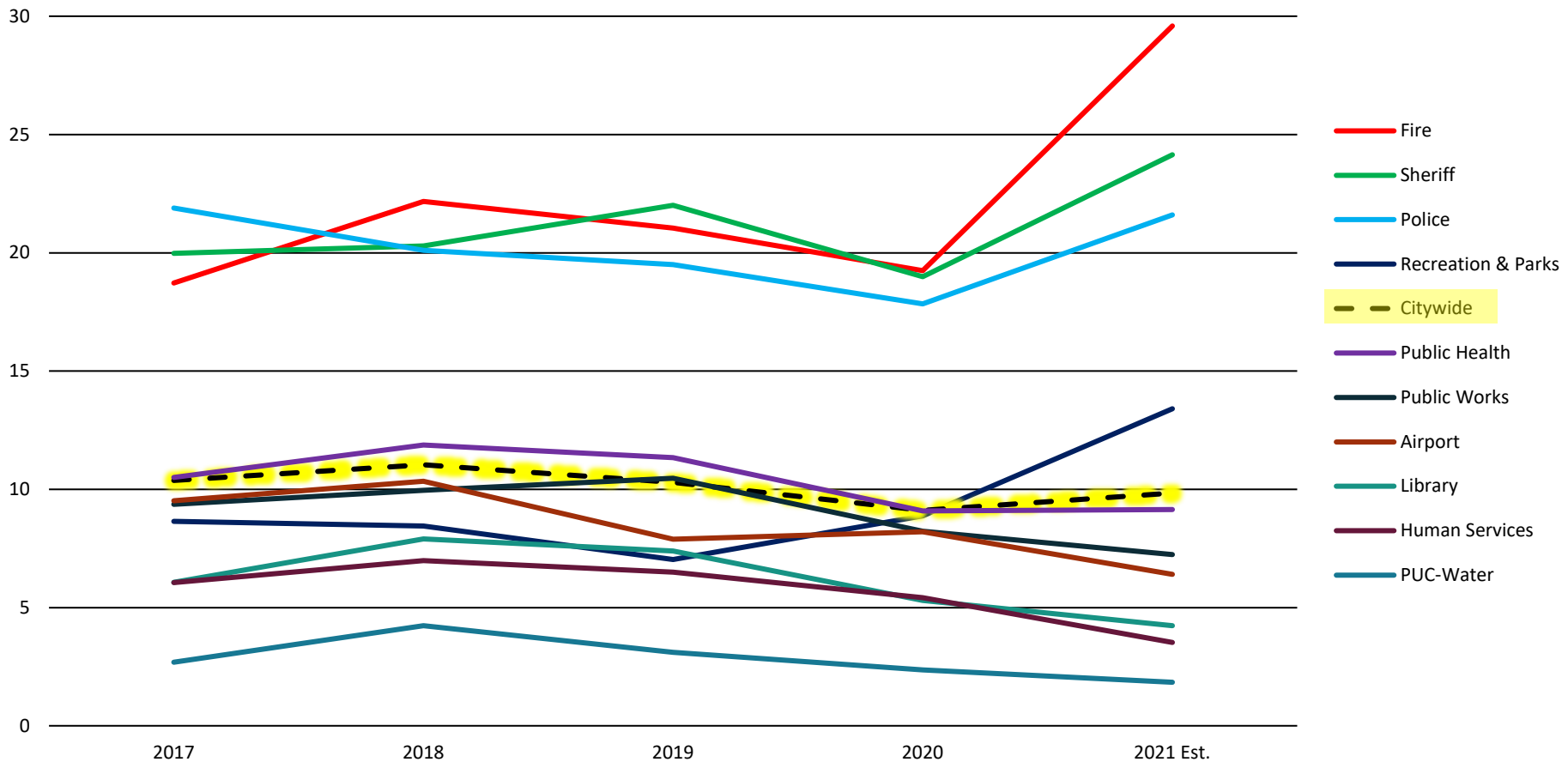
Claim Filing Frequency

	FY17-20			FY21 Q3			FY21 Q3 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
Public Health	73	116	189	76	101	177	3 or 4%	-15 or -13%	-12 or -6%
Police	79	38	117	137	19	156	58 or 74%	-19 or -50%	39 or 33%
Fire	61	18	78	124	12	136	64 or 105%	-6 or -32%	58 or 74%
Sheriff	36	8	44	64	8	72	28 or 76%	0 or 5%	28 or 64%
Airport	19	13	32	20	10	30	1 or 4%	-3 or -23%	-2 or -7%
Recreation & Parks	22	15	37	17	10	27	-5 or -23%	-5 or -34%	-10 or -27%
Public Works	15	16	31	15	11	26	0 or -1%	-5 or -29%	-5 or -15%
Human Services	26	8	35	20	2	22	-6 or -24%	-6 or -76%	-13 or -36%
PUC-Water	8	7	14	2	3	5	-6 or -74%	-4 or -56%	-9 or -65%
Library	7	3	10	3	0	3	-4 or -54%	-3 or -100%	-7 or -70%
Citywide	395	264	659	523	183	706	128 or 32%	-81 or -31%	47 or 7%



Claims Incurred Per 100 FTE

Top 10 Departments



Notes:

- 1. Report only claims are excluded
- 2. 2021 Est. reflects a straight line of Q1-Q3 claim volume for the whole fiscal year



Litigation Statistics

Department	Open Indemnity Claims Added from FY17-FY21Q3	Represented Claims	Represented %	Litigated Claims	Litigated %
Police	401	188	47%	85	21%
Fire	395	155	39%	66	17%
Public Health	321	85	26%	54	17%
Sheriff	241	101	42%	87	36%
Airport	121	29	24%	22	18%
Human Services	102	53	52%	34	33%
Recreation & Parks	100	24	24%	21	21%
Public Works	90	52	58%	41	46%
Water Pollution Control	42	17	40%	13	31%
PUC-Water	36	11	31%	6	17%
Citywide	2093	818	39%	508	24%



Litigated vs Non-Litigated

Average Total Payment / Closed Indemnity Claim

Department	Litigated?	2017	2018	2019	2020	2021 Q3
Fire	Y	\$71,897	\$42,108	\$63,819	\$30,740	\$58,892
	N	\$10,022	\$12,784	\$13,941	\$8,240	\$7,842
Public Health	Y	\$60,217	\$112,138	\$84,857	\$56,052	\$69,802
	N	\$3,727	\$4,367	\$3,299	\$4,854	\$4,217
Public Works	Y	\$53,275	\$50,518	\$47,839	\$28,318	\$76,936
	N	\$8,156	\$2,676	\$4,412	\$10,673	\$12,362
Police	Y	\$100,599	\$125,175	\$72,092	\$124,210	\$209,578
	N	\$12,151	\$15,229	\$8,431	\$18,592	\$10,095
Sheriff	Y	\$36,834	\$34,037	\$24,054	\$125,520	\$73,972
	N	\$20,190	\$16,889	\$13,810	\$8,703	\$14,959
Citywide	Y	\$68,906	\$77,343	\$56,439	\$63,161	\$82,807
	N	\$9,145	\$9,856	\$8,164	\$8,623	\$8,127

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 Q3	179	38	21%	6	3%
	FY17-20	110	50	45%	1	1%
	All	289	88	30%	7	2%
Police	FY21 Q3	145	45	31%	7	5%
	FY17-20	103	51	50%	9	9%
	All	248	96	39%	16	6%

Notes:

1. The ADR program for both Police and Fire departments commenced on 7/1/2019.
2. Latest fiscal year includes data up to the current reporting quarter.

Financials



Department Expenditure Trends

Department	FY20 Orig. Budget	FY20 Actuals	FY21 Revised Budget	FY21 Proj. Actuals	FY21 Surplus/ (Deficit)	YOY Change
Police	22,188,448	19,853,642	22,698,370	19,272,810	3,425,561	-580,833
Public Health	12,275,372	12,844,802	13,672,873	14,222,666	-549,793	1,377,863
Fire	11,464,315	10,841,996	12,086,813	13,071,402	-984,589	2,229,406
Sheriff	5,746,567	6,099,483	6,266,796	6,094,794	172,003	-4,690
Public Works	3,700,035	3,828,273	4,258,317	3,908,345	349,972	80,072
Recreation & Parks	3,269,246	2,750,197	3,054,246	3,400,630	-346,384	650,433
Human Services	3,179,556	2,437,712	3,606,697	2,001,361	1,605,335	-436,351
Airport	2,975,768	2,837,738	3,056,796	3,017,783	39,013	180,045
PUC-Water	2,406,452	1,910,009	2,206,452	2,002,363	204,089	92,353
PUC-Wastewater	1,767,076	1,794,091	1,817,076	2,093,298	-276,222	299,206
Total Top Ten Departments	68,972,835	65,197,945	72,724,436	69,085,450	3,638,986	3,887,506
Total of All City Departments	78,248,879	73,347,979	82,372,233	77,031,878	5,340,355	3,683,899

Notes:

1. Expenditures exclude LC4850 salary continuation benefits and SF Community College, and include program admin/overhead
2. Departments sorted by FY21 Revised Budget
3. FY21 Projections based on modified straight-line with 11 months of actuals



Costs by Expenditure Category

	FY18-19 Actuals	FY19-20 Actuals	FY21 Est. YE Actuals	YOY Change (%)
INDEMNITY				
Temporary Disability	8,687,912	9,832,786	13,318,513	26.2%
Permanent Disability	16,377,105	15,207,890	14,686,774	-3.5%
INDEMNITY SUBTOTAL	25,065,017	25,040,676	28,005,288	10.6%
VOCATIONAL REHABILITATION	157,416	183,913	151,444	-21.4%
MEDICAL EXPENSE	30,218,761	27,693,325	28,210,675	1.8%
RECOVERY	(433,706)	(721,335)	(756,341)	4.6%
GRAND TOTAL	58,298,314	55,529,487	58,671,063	5.4%

Notes:

1. Expenditures reflect benefit payments issued through Claims Enterprise, and do not include overhead or LC 4850 salary continuation benefits
2. FY21 Projections based on modified straight-line with 11 months of actuals

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	When Used
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 floo. 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**

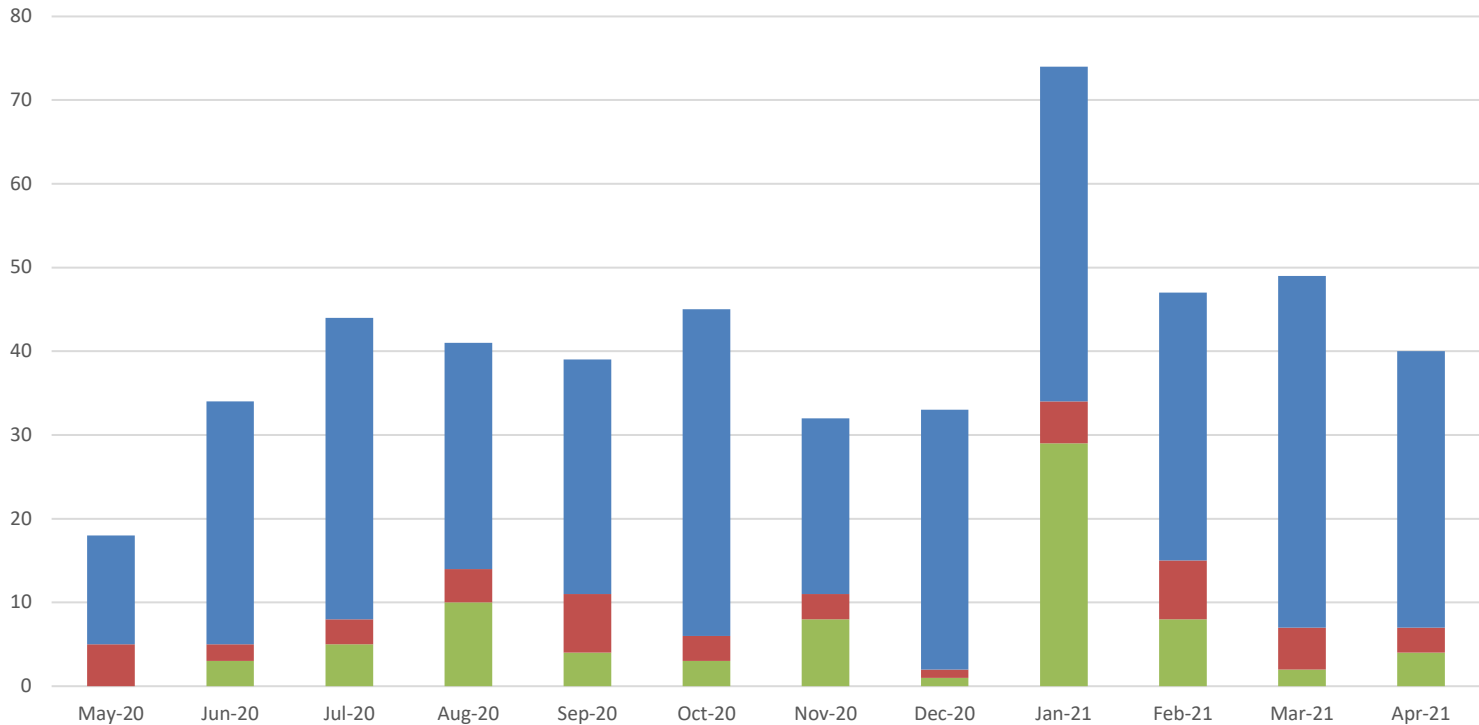
Workers' Compensation Council

6/7/21

Workers' Compensation Loss Summary

As of April 2021

Claim Volumes



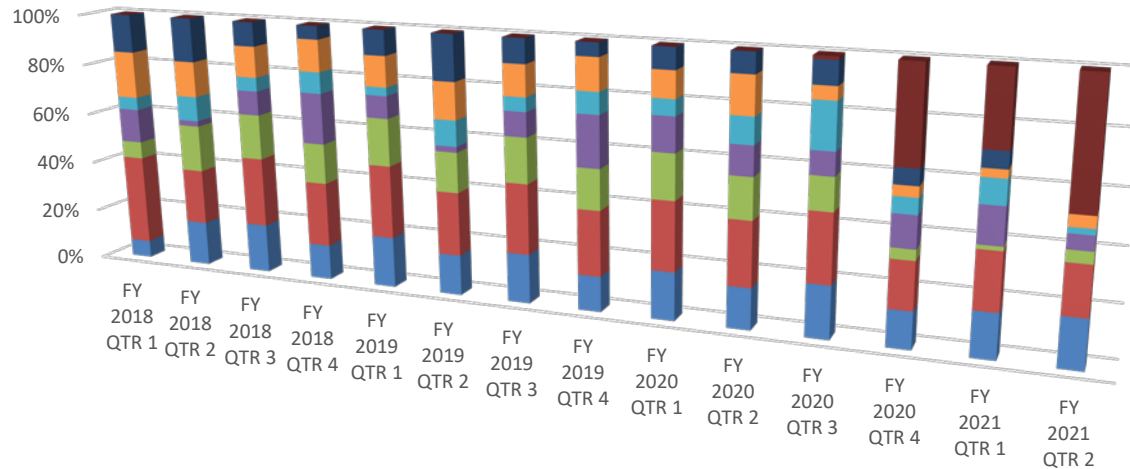
	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
■ INDEMNITY	13	29	36	27	28	39	21	31	40	32	42	33
■ MEDICAL ONLY	5	2	3	4	7	3	3	1	5	7	5	3
■ OTHER	0	3	5	10	4	3	8	1	29	8	2	4

■ OTHER ■ MEDICAL ONLY ■ INDEMNITY

Financials

	FY 2019/2020 Ten Month Expenditures	FY 2020/2021 Ten Month Expenditures	Increase/Decrease	% of Change
INDEMNITY				
Temporary Disability	\$10,593,425	\$11,579,957	\$986,532	9.31%
Permanent Disability	\$4,590,784	\$4,510,815	(\$79,969)	-1.74%
Total Indemnity	\$15,184,210	\$16,090,772	\$906,563	5.97%
Vocational Rehabilitation				
Total Vocational Rehabilitation	\$35,209	\$33,585	(\$1,624)	-4.61%
MEDICAL				
Total Medical	\$7,891,217	\$7,349,538	(\$541,679)	-6.86%
EXPENSE				
Total Expense	\$1,062,364	\$856,547	(\$205,817)	-19.37%
RECOVERY				
Total Recovery Processed	(\$267,059)	(\$217,741)	\$49,318	-18.47%
GRAND TOTAL	\$23,905,941	\$24,112,701	\$206,760	0.86%

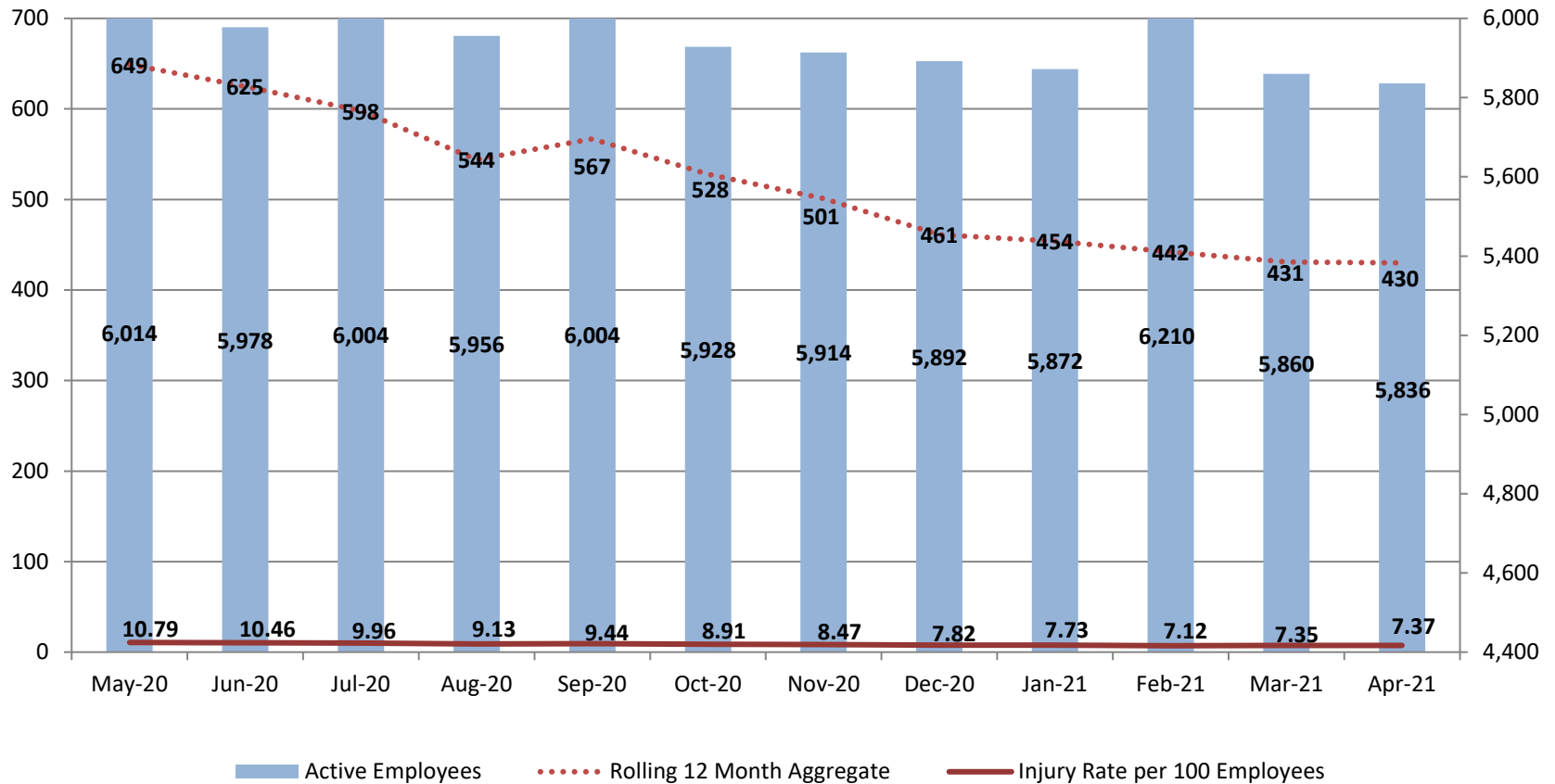
Cause Analysis



■ Repeated Motion
 ■ Assault/ Physical
 ■ Vehicle Accident
 ■ Running/Walking
 ■ Stress - MTA
 ■ Pulling/ Pushing
 ■ Continuous Trauma
 ■ Pandemic

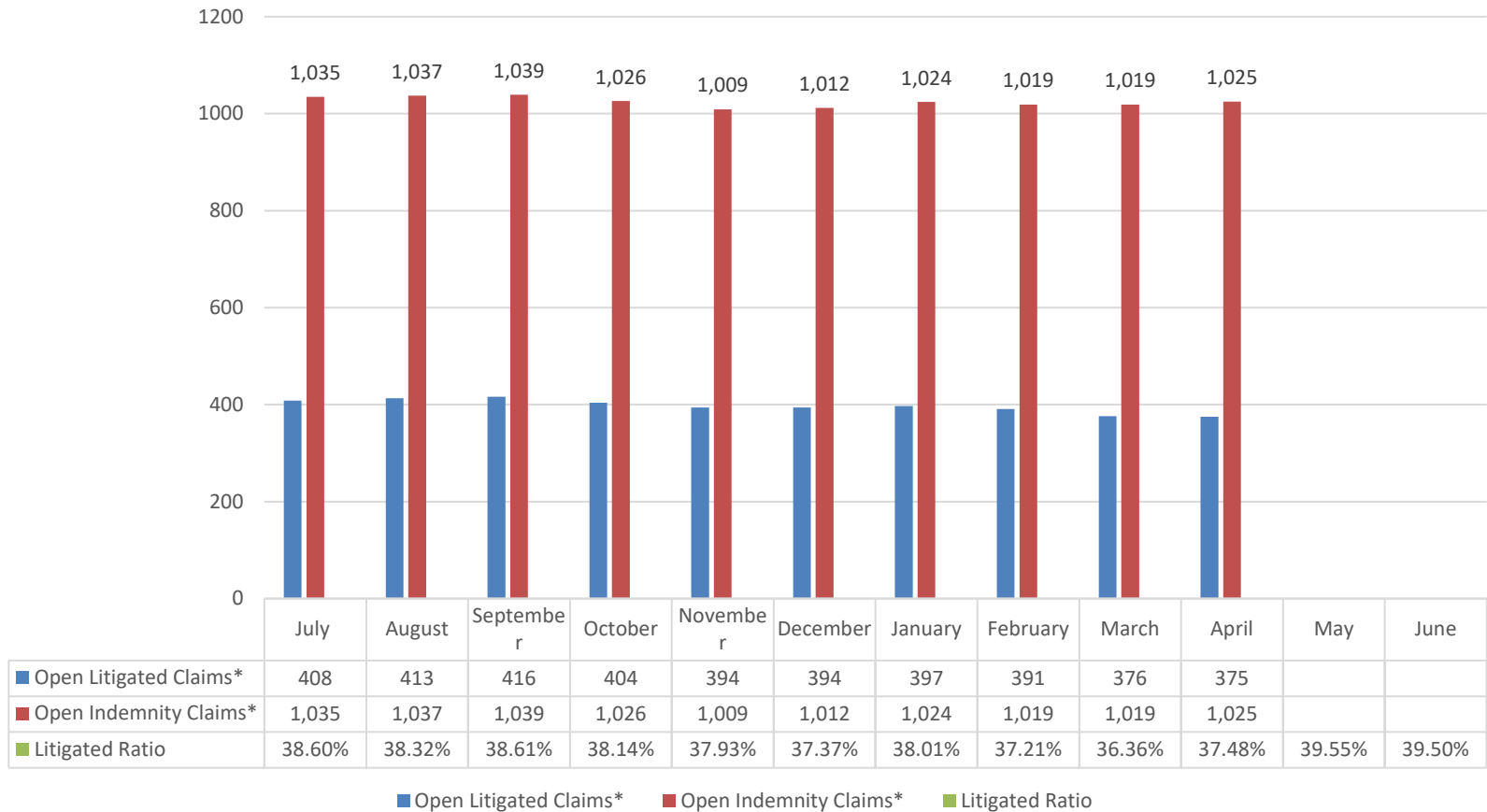
	Repeated Motion	Assault/ Physical	Vehicle Accident	Running/ Walking	Stress - MTA	Pulling/ Pushing	Continuous Trauma	Pandemic
FY 2018 QTR 1	4	21	4	8	3	11	9	0
FY 2018 QTR 2	16	20	17	2	9	13	16	0
FY 2018 QTR 3	14	20	13	7	4	9	7	0
FY 2018 QTR 4	13	24	15	19	8	12	5	0
FY 2019 QTR 1	18	26	17	8	3	11	9	0
FY 2019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

FY 2020/2021 Litigation Rate





San Francisco Workers' Compensation Council

**Our next meeting will be held on
September 13, 2021**